

Dell™ PowerEdge™ 1900 Systems

Hardware Owner's Manual

Notes, Notices, and Cautions



NOTE: A NOTE indicates important information that helps you make better use of your computer.



NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

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About Your System

This section describes the physical, firmware, and software interface features that provide and ensure the essential functioning of your system. The physical connectors on your system's front and back panels provide convenient connectivity and system expansion capability. The system firmware, applications, and operating systems monitor the system and component status and alert you when a problem arises. System conditions can be reported by any of the following:

- Front or back panel indicators
- System messages
- Warning messages
- Diagnostics messages
- Alert messages

This section describes each type of message, lists the possible causes, and provides steps to resolve any problems indicated by a message. The system indicators and features are illustrated in this section.

Other Information You May Need

 **CAUTION:** The *Product Information Guide* provides important safety and regulatory information. Warranty information may be included within this document or as a separate document.

- The *Getting Started Guide* provides an overview of system features, setting up your system, and technical specifications.
- CDs included with your system provide documentation and tools for configuring and managing your system.
- Systems management software documentation describes the features, requirements, installation, and basic operation of the software.
- Operating system documentation describes how to install (if necessary), configure, and use the operating system software.
- Documentation for any components you purchased separately provides information to configure and install these options.
- Updates are sometimes included with the system to describe changes to the system, software, and/or documentation.



NOTE: Always check for updates on support.dell.com and read the updates first because they often supersede information in other documents.

- Release notes or readme files may be included to provide last-minute updates to the system or documentation or advanced technical reference material intended for experienced users or technicians.

Accessing System Features During Startup

Table 1-1 describes keystrokes that may be entered during startup to access system features. If your operating system begins to load before you enter the keystroke, allow the system to finish booting, and then restart your system and try again.

Table 1-1. Keystrokes for Accessing System Features

| Keystroke | Description |
|-----------|--|
| <F2> | Enters the System Setup program. See "Using the System Setup Program" on page 33. |
| <F10> | Opens the utility partition, allowing you to run the system diagnostics. See "Running the System Diagnostics" on page 122. |
| <F11> | Enters the boot menu selection screen, allowing you to choose a boot device. |
| <F12> | Initiates PXE boot. |
| <Ctrl+E> | Enters the Baseboard Management Controller (BMC) Management Utility, which allows access to the system event log (SEL). See the BMC documentation for more information on setup and use of BMC. |
| <Ctrl+C> | Enters the SAS Configuration Utility. See your optional SAS controller user's guide for more information. Also configures 0 and 1 hardware RAID levels. |
| <Ctrl+R> | Enters the RAID configuration utility, which allows you to configure an optional SAS RAID controller daughter card. For more information, see the documentation for your RAID card. Also configures RAID hardware levels 0, 1, 5, and 10. |
| <Ctrl+S> | Option is displayed only if you have PXE support enabled through the System Setup Program (see "Integrated Devices Screen" on page 38). This keystroke allows you to configure NIC settings for PXE boot. For more information, see the documentation for your integrated NIC. |
| <Ctrl+D> | If you have the optional Dell Remote Access Controller (DRAC), this keystroke allows access to selected DRAC configuration settings. See the DRAC user's guide for more information on setup and use of DRAC. |

Front-Panel Features and Indicators

Figure 1-1 shows the controls, indicators, and connectors located behind the bezel on the system's front panel. Table 1-2 provides component descriptions.

Figure 1-1. Front-Panel Features and Indicators

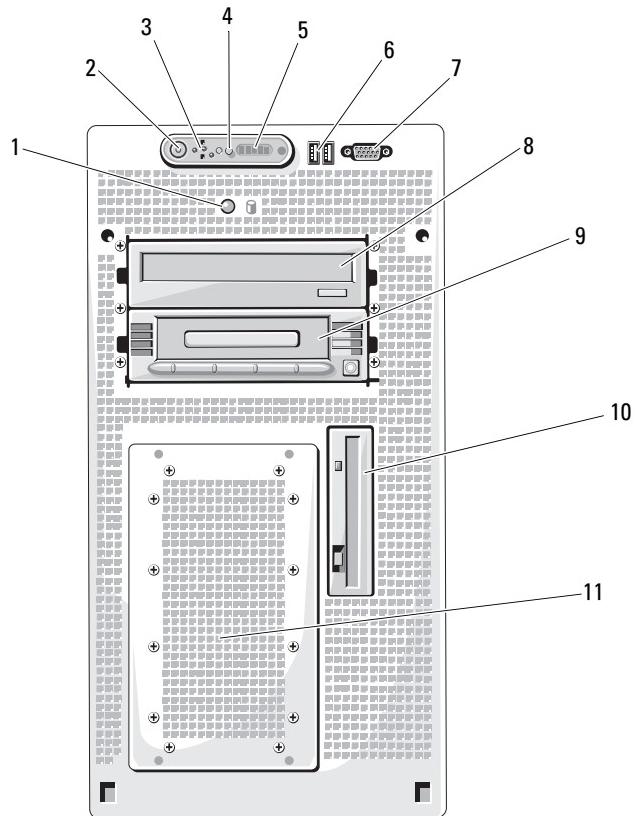


Table 1-2. Front-Panel Components

| Item | Component | Icon | Description |
|------|-----------------------------------|------|--|
| 1 | Hard-drive activity indicator LED | | The green hard drive activity indicator flashes when the hard drives are in use. |

Table 1-2. Front-Panel Components (continued)

| Item | Component | Icon | Description |
|------|----------------------------------|---|--|
| 2 | Power-on indicator, power button |  | <p>The power-on indicator lights when the system power is on.</p> <p>The power button controls the DC power supply output to the system.</p> <p>NOTE: If you turn off the system using the power button and the system is running an ACPI-compliant operating system, the system performs a graceful shutdown before the power is turned off. If the system is not running an ACPI-compliant operating system, the power is turned off immediately after the power button is pressed.</p> |
| 3 | NMI button |  | <p>Used to troubleshoot software and device driver errors when using certain operating systems. This button can be pressed using the end of a paper clip.</p> <p>Use this button only if directed to do so by qualified support personnel or by the operating system's documentation.</p> |
| 4 | System identification button |  | <p>The identification buttons on the front and back panels can be used to locate a particular system within a rack. When one of these buttons is pushed, the LCD panel on the front and the blue system status indicator on the back blink until one of the buttons is pushed again.</p> |
| 5 | LCD panel | | <p>Provides system ID, status information, and system error messages.</p> <p>The LCD lights blue during normal system operation. Both the system management software and the identification buttons located on the front and back of the system can cause the LCD to flash blue to identify a particular system.</p> <p>The LCD lights amber when the system needs attention, and the LCD panel displays an error code followed by descriptive text.</p> <p>NOTE: If the system is connected to AC power and an error has been detected, the LCD lights amber regardless of whether the system has been powered on.</p> |

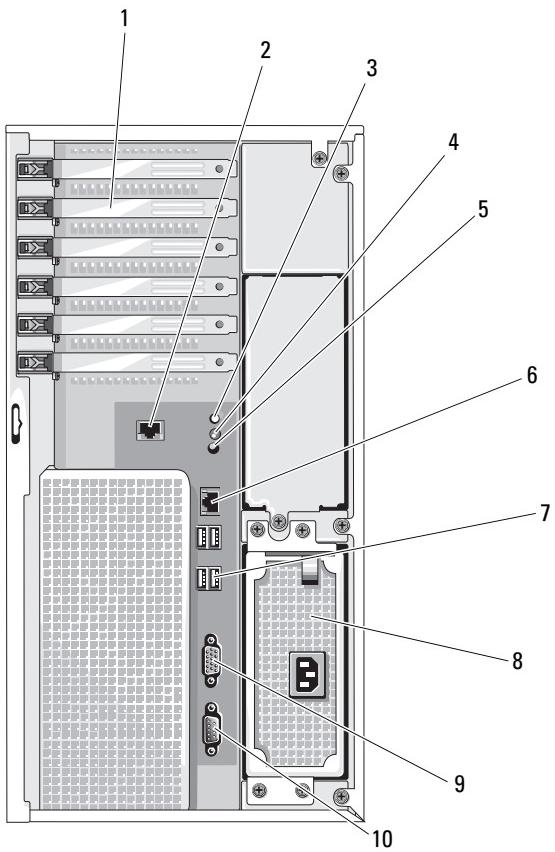
Table 1-2. Front-Panel Components (*continued*)

| Item | Component | Icon | Description |
|------|--------------------|---|--|
| 6 | USB connectors (2) |  | Connects USB 2.0-compliant devices to the system. |
| 7 | Video connector |  | Connects a monitor to the system. |
| 8 | Optical drive | | Optional optical drive. |
| 9 | Tape backup unit | | Optional half-height tape backup unit (may require optional controller). |
| 10 | Diskette drive | | Optional diskette drive. |
| 11 | Hard drives | | Six bays for 3.5-inch cabled SAS or SATA hard drives. |

Back-Panel Features and Indicators

Figure 1-2 shows the controls, indicators, and connectors located on the system's back panel.

Figure 1-2. Back-Panel Features and Indicators



- | | | | | | |
|----|------------------------------|---|------------------------------------|---|-------------------------|
| 1 | expansion-card slots (6) | 2 | remote access connector (optional) | 3 | system status indicator |
| 4 | system identification button | 5 | system status indicator connector | 6 | NIC connector |
| 7 | USB connectors (4) | 8 | power supply | 9 | video connector |
| 10 | serial connector | | | | |

Connecting External Devices

When connecting external devices to your system, follow these guidelines:

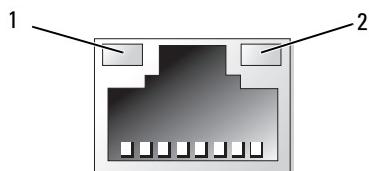
- Most devices must be connected to a specific connector and device drivers must be installed before the device operates properly. (Device drivers are normally included with your operating system software or with the device itself.) See the documentation that accompanied the device for specific installation and configuration instructions.
- Always attach an external device while your system and the device are turned off. Next, turn on any external devices before turning on the system (unless the documentation for the device specifies otherwise).

See "Using the System Setup Program" on page 33 for information about enabling, disabling, and configuring I/O ports and connectors.

NIC Indicator Codes

The NIC on the back panel has an indicator that provides information on network activity and link status. See Figure 1-3. Table 1-3 lists the NIC indicator codes.

Figure 1-3. NIC Indicators



1 link indicator 2 activity indicator

Table 1-3. NIC Indicator Codes

| Indicator | Indicator Code |
|--------------------------------------|--|
| Link and activity indicators are off | The NIC is not connected to the network. |
| Link indicator is green | The NIC is connected to a valid link partner on the network. |
| Activity indicator is amber blinking | Network data is being sent or received. |

LCD Status Messages

The system's control panel LCD provides status messages to signify when the system is operating correctly or when the system needs attention. The LCD lights blue to indicate a normal operating condition and lights amber to indicate an error condition. The LCD scrolls a message that includes a status code followed by descriptive text. Each diagnostic LCD message is assigned a priority. The highest priority messages will supersede any group of messages with a lower priority.

Table 1-4 lists the LCD status messages that can occur and the probable cause for each message. The LCD messages refer to events recorded in the system event log (SEL). For information on the SEL and configuring system management settings, see the systems management software documentation.

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

 **NOTE:** If your system fails to boot, press the System ID button for at least five seconds until an error code appears on the LCD. Record the code, then see "Getting Help" on page 131.

Table 1-4. LCD Status Messages

| Code | Text | Causes | Corrective Actions |
|-------|------------------------|--|---|
| N/A | <i>SYSTEM NAME</i> | A 62-character string that can be defined by the user in the System Setup program. The <i>SYSTEM NAME</i> displays under the following conditions: <ul style="list-style-type: none">• The system is powered on.• The power is off and active POST errors are displayed. | This message is for information only. You can change the system string in the System Setup program. See "Using the System Setup Program" on page 33. |
| E1000 | FAILSAFE, Call Support | | See "Getting Help" on page 131. |
| E1114 | Temp Ambient | Ambient system temperature is out of acceptable range. | See "Troubleshooting System Cooling Problems" on page 109. |
| E1116 | Temp Memory | Memory has exceeded acceptable temperature and has been disabled to prevent damage to the components. | See "Troubleshooting System Cooling Problems" on page 109. |
| E1210 | CMOS Batt | CMOS battery is missing, or the voltage is out of acceptable range. | See "Troubleshooting the System Battery" on page 108. |

Table 1-4. LCD Status Messages (*continued*)

| Code | Text | Causes | Corrective Actions |
|-------------|-------------------|--|--|
| E1211 | ROMB Batt | RAID battery is either missing, bad, or unable to recharge due to thermal issues. | Reseat the RAID battery. See "Replacing the SAS RAID Controller Daughter Card Battery" on page 92, and "Troubleshooting System Cooling Problems" on page 109. |
| E12nn | XX PwrGd | Specified voltage regulator has failed. | See "Getting Help" on page 131. |
| E1229 | CPU # VCORE | Processor # VCORE voltage regulator has failed. | See "Getting Help" on page 131. |
| E122B | 0.9V Over Voltage | 0.9 V regulator voltage has exceeded the allowable voltage range | See "Getting Help" on page 131. |
| E122C | CPU Power Fault | A voltage regulator failure was detected when the processor regulator(s) was enabled | See "Getting Help" on page 131. |
| E1310 | RPM Fan ## | RPM of specified cooling fan is out of acceptable operating range. | See "Troubleshooting System Cooling Problems" on page 109. |
| E1410 | CPU # IERR | Specified microprocessor is reporting a system error. | See your system's <i>Information Update Tech Sheet</i> located on support.dell.com for the most current system information. If the problem persists, see "Getting Help" on page 131. |

Table 1-4. LCD Status Messages (*continued*)

| Code | Text | Causes | Corrective Actions |
|-------------|-----------------|--|--|
| E1414 | CPU # Thermtrip | Specified microprocessor is out of acceptable temperature range and has halted operation. | See "Troubleshooting System Cooling Problems" on page 109. If the problem persists, ensure that the microprocessor heat sinks are properly installed. See "Troubleshooting the Microprocessors" on page 118. NOTE: The LCD continues to display this message until the system's power cord is disconnected and reconnected to the AC power source, or the SEL is cleared using either Server Assistant or the BMC Management Utility. See the <i>Dell OpenManage Baseboard Management Controller User's Guide</i> for information about these utilities. |
| E1418 | CPU # Presence | Specified processor is missing or bad, and the system is in an unsupported configuration. | See "Troubleshooting the Microprocessors" on page 118. |
| E141C | CPU Mismatch | Processors are in a configuration unsupported by Dell. | Ensure that your processors match and conform to the type described in the Microprocessor Technical Specifications outlined in your system's <i>Getting Started Guide</i> . |
| E141F | CPU Protocol | The system BIOS has reported a processor protocol error. | See "Getting Help" on page 131. |
| E1420 | CPU Bus PERR | The system BIOS has reported a processor bus parity error. | See "Getting Help" on page 131. |
| E1421 | CPU Init | The system BIOS has reported a processor initialization error. | See "Getting Help" on page 131. |
| E1422 | CPU Machine Chk | The system BIOS has reported a machine check error. | See "Getting Help" on page 131. |
| E1618 | PS # Predictive | Power supply voltage is out of acceptable range; specified power supply is improperly installed or faulty. | See "Troubleshooting the Power Supply" on page 108. |

Table 1-4. LCD Status Messages (*continued*)

| Code | Text | Causes | Corrective Actions |
|-------------|---|---|--|
| E161C | PS # Input Lost | Power source for specified power supply is unavailable, or out of acceptable range. | Check the AC power source for the specified power supply. If problem persists, see "Troubleshooting the Power Supply" on page 108. |
| E1620 | PS # Input Range | Power source for specified power supply is unavailable, or out of acceptable range. | Check the AC power source for the specified power supply. If problem persists, see "Troubleshooting the Power Supply" on page 108. |
| E1710 | I/O Channel Chk | The system BIOS has reported an I/O channel check error. | See "Getting Help" on page 131. |
| E1711 | PCI PERR B## D## F## PCI PERR Slot # | The system BIOS has reported a PCI parity error on a component that resides in PCI configuration space at bus ##, device ##, function ##. The system BIOS has reported a PCI parity error on a component that resides in PCI slot #. | Remove and reseat the PCI expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 117. If the problem persists, the system board is faulty. See "Getting Help" on page 131. |
| E1712 | PCI SERR B## D## F## PCI SERR Slot # | The system BIOS has reported a PCI system error on a component that resides in PCI configuration space at bus ##, device ##, function ##. The system BIOS has reported a PCI system error on a component that resides in slot #. | Remove and reseat the PCI expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 117. If the problem persists, the system board is faulty. See "Getting Help" on page 131. |
| E1714 | Unknown Err | The system BIOS has determined that there has been an error in the system, but is unable to determine its origin. | See "Getting Help" on page 131. |
| E171F | PCIE Fatal Err B## D## F## PCIE Fatal Err Slot # | The system BIOS has reported a PCIe fatal error on a component that resides in PCI configuration space at bus ##, device ##, function ##. The system BIOS has reported a PCIe fatal error on a component that resides in slot #. | Remove and reseat the PCI expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 117. If the problem persists, the system board is faulty. See "Getting Help" on page 131. |

Table 1-4. LCD Status Messages (*continued*)

| Code | Text | Causes | Corrective Actions |
|-------------|-------------------------|---|--|
| E1913 | CPU & Firmware Mismatch | The BMC firmware does not support the CPU. | Update to the latest BMC firmware. See the <i>BMC User's Guide</i> for more information on setup and use of BMC. |
| E2010 | No Memory | No memory is installed in the system. | Install memory. See "Memory" on page 80. |
| E2011 | Mem Config Err | Memory detected, but is not configurable. Error detected during memory configuration. | See "Troubleshooting System Memory" on page 110. |
| E2012 | Unusable Memory | Memory is configured, but not usable. Memory subsystem failure. | See "Troubleshooting System Memory" on page 110. |
| E2013 | Shadow BIOS Fail | The system BIOS failed to copy its flash image into memory. | See "Troubleshooting System Memory" on page 110. |
| E2014 | CMOS Fail | CMOS failure. CMOS RAM not functioning properly. | See "Getting Help" on page 131. |
| E2015 | DMA Controller | DMA controller failure. | See "Getting Help" on page 131. |
| E2016 | Int Controller | Interrupt controller failure. | See "Getting Help" on page 131. |
| E2017 | Timer Fail | Timer refresh failure. | See "Getting Help" on page 131. |
| E2018 | Prog Timer | Programmable interval timer error. | See "Getting Help" on page 131. |
| E2019 | Parity Error | Parity error. | See "Getting Help" on page 131. |
| E201A | SIO Err | SIO failure. | See "Getting Help" on page 131. |
| E201B | Kybd Controller | Keyboard controller failure. | See "Getting Help" on page 131. |
| E201C | SMI Init | System management interrupt (SMI) initialization failure. | See "Getting Help" on page 131. |
| E201D | Shutdown Test | BIOS shutdown test failure. | See "Getting Help" on page 131. |
| E201E | POST Mem Test | BIOS POST memory test failure. | See "Troubleshooting System Memory" on page 110. If problem persists, see "Getting Help" on page 131. |

Table 1-4. LCD Status Messages (*continued*)

| Code | Text | Causes | Corrective Actions |
|-------------|-------------------------|---|---|
| E201F | DRAC Config | Dell remote access controller (DRAC) configuration failure. | <p>Check screen for specific error messages.</p> <p>Ensure that DRAC cables and connectors are properly seated. If problem persists, see your DRAC documentation.</p> |
| E2020 | CPU Config | CPU configuration failure. | Check screen for specific error messages. |
| E2021 | Memory Population | Incorrect memory configuration. Memory population order incorrect. | Check screen for specific error messages. See "Troubleshooting System Memory" on page 110. |
| E2022 | POST Fail | General failure after video. | Check screen for specific error messages. |
| E2110 | MBE DIMM ## & ## | One of the DIMMs in the set implicated by "## & ##" has had a memory multi-bit error (MBE). | See "Troubleshooting System Memory" on page 110. |
| E2111 | SBE Log Disable DIMM ## | The system BIOS has disabled memory single-bit error (SBE) logging, and will not resume logging further SBEs until the system is rebooted. "##" represents the DIMM implicated by the BIOS. | See "Troubleshooting System Memory" on page 110. |
| E2112 | Mem Spare DIMM ## | The system BIOS has spared the memory because it has determined that the memory had too many errors. "## & ##" represents the DIMM pair implicated by the BIOS. | See "Troubleshooting System Memory" on page 110. |
| E2113 | Mem Mirror DIMM ## & ## | They system BIOS has disabled memory mirroring because it has determined that one half of the mirror has had too many errors. "## & ##" represents the DIMM pair implicated by the BIOS. | See "Troubleshooting System Memory" on page 110. |

Table 1-4. LCD Status Messages (*continued*)

| Code | Text | Causes | Corrective Actions |
|-------------|------------------|---|---|
| E2118 | Fatal NB Mem CRC | One of the connections in the Fully Buffered DIMM (FBD) memory subsystem link on the Northbound side has failed. | See "Troubleshooting System Memory" on page 110. |
| E2119 | Fatal SB Mem CRC | One of the connections in the FBD memory subsystem link on the Southbound side has failed. | See "Troubleshooting System Memory" on page 110. |
| I1910 | Intrusion | System cover has been removed. | Information only. |
| I1911 | >3 ERRs Chk Log | LCD overflow message. A maximum of three error messages can display sequentially on the LCD. The fourth message displays as the standard overflow message. | Check the SEL for details on the events. |
| I1912 | SEL Full | System Event Log is full of events, and is unable to log any more events. | Clear the log by deleting event entries. |
| W1228 | ROMB Batt < 24hr | Warns predictively that the RAID battery has less than 24 hours of charge left. | Replace RAID battery. See "Replacing the SAS RAID Controller Daughter Card Battery" on page 92. |

NOTE: For the full name of an abbreviation or acronym used in this table, see the "Glossary" on page 155.

Solving Problems Described by LCD Status Messages

When a single message appears on the status LCD, locate the code in Table 1-4 and perform the suggested corrective action. The code on the LCD can often specify a very precise fault condition that is easily corrected. For example, if the code E0780 MISSING CPU 1 appears, you know that a microprocessor is not installed in socket 1.

In contrast, you might be able to determine the problem if multiple related errors occur. For example, if you receive a series of messages indicating multiple voltage faults, you might determine that the problem is a failing power supply.

Removing LCD Status Messages

For faults associated with sensors, such as temperature, voltage, fans, and so on, the LCD message is automatically removed when that sensor returns to a normal state. For example, if temperature for a component goes out of range, the LCD displays the fault; when the temperature returns to the acceptable range, the message is removed from the LCD. For other faults, you must take action to remove the message from the display:

- Clear the SEL — You perform this task from the system management software, but you will lose the event history for the system.
- Power cycle — Turn off the system and disconnect it from the electrical outlet; wait approximately ten seconds, reconnect the power cable, and restart the system.

Either of the preceding actions will remove fault messages and return the status indicators and LCD colors to the normal state. Error messages will reappear under the following conditions:

- The sensor returns to a normal state but fails again, resulting in a new SEL entry.
- A new error event is detected.
- A failure is recorded from another source that maps to the same display entry.

System Messages

System messages appear on the screen to notify you of a possible problem with the system. Table 1-5 lists the system messages that can occur and the probable cause and corrective action for each message.

 **NOTE:** If you receive a system message that is not listed in Table 1-5, check the documentation for the application that is running when the message appears or the operating system's documentation for an explanation of the message and recommended action.

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

Table 1-5. System Messages

| Message | Causes | Corrective Actions |
|---|---|---|
| Alert! Redundant memory disabled! Memory configuration does not support redundant memory. | Installed memory modules are not the same type and size; faulty memory module(s). | Ensure that all memory modules are of the same type and size and that they are properly installed. See "Memory" on page 80. If the problem persists, see "Troubleshooting System Memory" on page 110. |
| Attempting to update Remote Configuration. Please wait... | Remote Configuration request has been detected and is being processed. | Wait until the process is complete. |

Table 1-5. System Messages (*continued*)

| Message | Causes | Corrective Actions |
|---|---|--|
| BIOS Update Attempt Failed! | Remote BIOS update attempt failed. | Retry the BIOS update. If problem persists, see "Getting Help" on page 131. |
| Caution! NVRAM_CLR jumper is installed on system board. | NVRAM_CLR jumper is installed. CMOS has been cleared. | Remove the NVRAM_CLR jumper. See Figure 6-1 for jumper location. |
| CPUs with different cache sizes detected! | Microprocessors with different cache sizes are installed. | Ensure that all microprocessors have the same cache size and that they are properly installed. See "Microprocessor" on page 87. |
| Decreasing available memory | Faulty or improperly installed memory modules. | See "Troubleshooting System Memory" on page 110. |
| DIMM pairs must be matched in size, speed, and technology. The following DIMM pair is mismatched: DIMM x and DIMM y. | Mismatched or unmatched DIMMs installed; faulty or improperly seated memory module(s). | Ensure that all pairs of memory modules are of the same type and size and that they are properly installed. See "Memory" on page 80. If the problem persists, see "Troubleshooting System Memory" on page 110. |
| DIMMs must be populated in sequential order beginning with slot 1. The following DIMM is electrically isolated: DIMM x. | The specified DIMM is inaccessible to the system due to its location. DIMMs must be populated in sequential order, beginning with slot 1. | Populate 2, 4, or 8 DIMMs sequentially beginning with slot 1. See "Memory" on page 80. |
| DIMMs should be installed in pairs. Pairs must be matched in size, speed, and technology. | Mismatched or unmatched DIMMs installed; faulty or improperly seated memory module(s). The system will operate in a degraded mode with reduced ECC protection. Only memory installed in channel 0 will be accessible. | Ensure that all pairs of memory modules are of the same type and size and that they are properly installed. See "Memory" on page 80. If the problem persists, see "Troubleshooting System Memory" on page 110. |
| Dual-rank DIMM paired with Single-rank DIMM - The following DIMM/rank has been disabled by BIOS: DIMM x Rank y | Mismatched DIMMs installed; faulty memory module(s). The system has detected a dual-rank DIMM paired with a single-rank DIMM. The second rank of the dual-rank DIMM will be disabled. | Ensure that all pairs of memory modules are of the same type and size and that they are properly installed. See "Memory" on page 80. If the problem persists, see "Troubleshooting System Memory" on page 110. |

Table 1-5. System Messages (*continued*)

| Message | Causes | Corrective Actions |
|--|---|--|
| Diskette drive <i>n</i> seek failure | Incorrect configuration settings in the System Setup program. | Run the System Setup program to correct the settings. See "Using the System Setup Program" on page 33. |
| | Faulty or improperly installed diskette drive. | Replace the diskette. If the problem persists, see "Troubleshooting a Diskette Drive" on page 112. |
| | Loose diskette drive interface cable, or loose power cable. | Reseat diskette drive interface cable, or power cable. See "Troubleshooting a Diskette Drive" on page 112. |
| Diskette read failure | Faulty or improperly inserted diskette. | Replace the diskette. If the problem persists, see "Troubleshooting a Diskette Drive" on page 112. |
| Diskette subsystem reset failed | Faulty or improperly installed diskette. | Replace the diskette. If the problem persists, see "Troubleshooting a Diskette Drive" on page 112. |
| Drive not ready | Diskette missing from or improperly inserted in diskette drive. | Replace the diskette. If the problem persists, see "Troubleshooting a Diskette Drive" on page 112. |
| Error: Incorrect memory configuration. DIMMs must be installed in pairs of matched memory size, speed, and technology. | Mismatched or unmatched DIMMs installed; faulty or improperly seated memory module(s). | Ensure that all pairs of memory modules are of the same type and size and that they are properly installed. See "Memory" on page 80. If the problem persists, see "Troubleshooting System Memory" on page 110. |
| Error: Memory failure detected. Memory size reduced. Replace the faulty DIMM as soon as possible. | Faulty or improperly seated memory module(s). | See "Troubleshooting System Memory" on page 110. |
| !!*** Error: Remote Access Controller initialization failure*** RAC virtual USB devices may not be available... | Remote Access Controller initialization failure | Ensure that the Remote Access Controller is properly installed. See "Installing a RAC Card" on page 85. |
| FBD training error: The following branch has been disabled: Branch <i>x</i> | The specified branch (channel pair) contains DIMMs that are incompatible with each other. | Ensure that only Dell-qualified memory is used. Dell recommends purchasing memory upgrade kits directly from www.dell.com or your Dell sales agent to ensure compatibility. |

Table 1-5. System Messages (*continued*)

| Message | Causes | Corrective Actions |
|--|--|--|
| Gate A20 failure | Faulty keyboard controller; faulty system board. | See "Getting Help" on page 131. |
| General failure | The operating system is unable to carry out the command. | This message is usually followed by specific information. Note the information and take the appropriate action to resolve the problem. |
| Invalid NVRAM configuration, Resource Re-allocated | System detected and corrected a resource conflict. | No action is required. |
| Keyboard Controller failure | Faulty keyboard controller; faulty system board | See "Getting Help" on page 131. |
| Manufacturing mode detected | System is in manufacturing mode. | Reboot to take the system out of manufacturing mode. |
| MEMBIST failure - The following DIMM/rank has been disabled by BIOS: DIMM x Rank y | Faulty memory module(s). | See "Troubleshooting System Memory" on page 110. |
| Memory address line failure at <i>address</i> , read value expecting <i>value</i> | Faulty or improperly installed memory modules. | See "Troubleshooting System Memory" on page 110. |
| Memory double word logic failure at <i>address</i> , read value expecting <i>value</i> | | |
| Memory odd/even logic failure at <i>address</i> , read value expecting <i>value</i> | | |
| Memory write/read failure at <i>address</i> , read value expecting <i>value</i> | | |
| Memory tests terminated by keystroke. | POST memory test terminated by pressing the spacebar. | Information only. |

Table 1-5. System Messages (*continued*)

| Message | Causes | Corrective Actions |
|--|--|---|
| No boot device available | Faulty or missing optical/diskette drive subsystem, hard drive, or hard-drive subsystem, or no boot disk in drive A. | Use a bootable diskette, CD, or hard drive. If the problem persists, see "Troubleshooting a Diskette Drive" on page 112, "Troubleshooting an Optical Drive" on page 113, and "Troubleshooting a Hard Drive" on page 115. See "Using the System Setup Program" on page 33 for information about setting the order of boot devices. |
| No boot sector on hard drive | Incorrect configuration settings in System Setup program, or no operating system on hard drive. | Check the hard-drive configuration settings in the System Setup program. See "Using the System Setup Program" on page 33. If necessary, install the operating system on your hard drive. See your operating system documentation. |
| No timer tick interrupt | Faulty system board. | See "Getting Help" on page 131. |
| Northbound merge error - The following DIMM has been disabled by BIOS: DIMM x | The specified DIMM was unable to establish a successful data link with the memory controller. | See "Troubleshooting System Memory" on page 110. |
| Not a boot diskette | No operating system on diskette. | Use a bootable diskette. |
| PCIe Degraded Link Width Error: Embedded Bus#nn/Dev#nn/Funcn Expected Link Width is n Actual Link Width is n | Faulty or improperly installed PCIe card in the specified slot. | Reseat the PCIe card in the specified slot number. See "Installing an Expansion Card" on page 57. If the problem persists, see "Getting Help" on page 131. |
| PCIe Degraded Link Width Error: Slot n Expected Link Width is n Actual Link Width is n | Faulty or improperly installed PCIe card in the specified slot. | Reseat the PCIe card in the specified slot number. See "Expansion Cards" on page 56. If the problem persists, see "Getting Help" on page 131. |
| PCIe Training Error: Embedded Bus#nn/Dev#nn/Funcn PCIe Training Error: Slot n | Faulty or improperly installed PCIe card in the specified slot. | Reseat the PCIe card in the specified slot number. See "Expansion Cards" on page 56. If the problem persists, see "Getting Help" on page 131. |

Table 1-5. System Messages (*continued*)

| Message | Causes | Corrective Actions |
|--|--|---|
| PCI BIOS failed to install | PCI device BIOS (Option ROM) checksum failure is detected during shadowing. Loose cables to expansion card(s); faulty or improperly installed expansion card. | Reseat the expansion cards. Ensure that all appropriate cables are securely connected to the expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 117. |
| Plug & Play Configuration Error | Error encountered in initializing PCI device; faulty system board. | Install the NVRAM_CLR jumper and reboot the system. See Figure 6-1 for jumper location. If the problem persists, see "Troubleshooting Expansion Cards" on page 117. |
| Read fault | The operating system cannot read from the diskette or hard drive, the system could not find a particular sector on the disk, or the requested sector is defective. | Replace the diskette. Ensure that the diskette and hard drive cables are properly connected. See "Troubleshooting a USB Device" on page 105, "Troubleshooting a Diskette Drive" on page 112, or "Troubleshooting a Hard Drive" on page 115 for the appropriate drive(s) installed in your system. |
| Requested sector not found | | |
| Remote configuration update attempt failed | System unable to process Remote Configuration request. | Retry Remote Configuration. |
| ROM bad checksum = address | Expansion card improperly installed or faulty. | Reseat the expansion cards. Ensure that all appropriate cables are securely connected to the expansion cards. If the problem persists, see "Troubleshooting Expansion Cards" on page 117. |
| SATA port <i>n</i> hard disk drive not found | SATA cables are not properly seated, or drive missing. | See "Troubleshooting a Hard Drive" on page 115. |
| Sector not found | Faulty diskette or hard drive. | See "Troubleshooting a Diskette Drive" on page 112 or "Troubleshooting a Hard Drive" on page 115 for the appropriate drive(s) installed in your system. |
| Seek error | | |
| Seek operation failed | | |
| Shutdown failure | Shutdown test failure. | See "Troubleshooting System Memory" on page 110. |

Table 1-5. System Messages (*continued*)

| Message | Causes | Corrective Actions |
|---|--|---|
| The amount of system memory has changed | Memory has been added or removed or a memory module may be faulty. | If memory has been added or removed, this message is informative and can be ignored. If memory has not been added or removed, check the SEL to determine if single-bit or multi-bit errors were detected and replace the faulty memory module. See "Troubleshooting System Memory" on page 110. |
| The following DIMM pair is not compatible with the memory controller: DIMM x and DIMM y | The specified DIMM(s) are incompatible with the system. | Ensure that only Dell-qualified memory is used. Dell recommends purchasing memory upgrade kits directly from www.dell.com or your Dell sales agent to ensure compatibility. |
| The following DIMMs are not compatible: DIMM x and DIMM y | The specified DIMM(s) are incompatible with the system. | Ensure that only ECC FBD1 memory is used. Dell recommends purchasing memory upgrade kits directly from www.dell.com or your Dell sales agent to ensure compatibility. |
| Time-of-day clock stopped | Faulty battery or faulty chip. | See "Troubleshooting the System Battery" on page 108. |
| Time-of-day not set - please run SETUP program | Incorrect Time or Date settings; faulty system battery. | Check the Time and Date settings. See "Using the System Setup Program" on page 33. If the problem persists, replace the system battery. See "System Battery" on page 75. |
| Timer chip counter 2 failed | Faulty system board. | See "Getting Help" on page 131. |
| Unsupported CPU combination | Microprocessor(s) is not supported by the system. | Install a supported microprocessor or microprocessor combination. See "Microprocessor" on page 87. |
| Unsupported CPU stepping detected | | |
| Utility partition not available | The <F10> key was pressed during POST, but no utility partition exists on the boot hard drive. | Create a utility partition on the boot hard drive. See the CDs that came with your system. |
| Warning! No microcode update loaded for processor n | Microcode update failed. | Update the BIOS firmware. See "Getting Help" on page 131. |

Table 1-5. System Messages (*continued*)

| Message | Causes | Corrective Actions |
|--|--|---|
| Warning: Embedded RAID firmware is not present! | Embedded RAID firmware does not respond. | See the RAID controller documentation for information about installing or updating the RAID firmware. |
| Warning: Embedded RAID error! | Embedded RAID firmware responds with an error. | See "Troubleshooting a SAS Controller Card or SAS RAID Controller Daughter Card" on page 116. See the RAID controller documentation for information about installing or updating the RAID firmware. |
| Warning: The current memory configuration is not optimal. Dell recommends a population of 2, 4, or 8 DIMMs. DIMMs should be populated sequentially starting in slot 1. | System has detected a legal but non-optimal population of DIMMs (for example, 1 DIMM, 6 DIMMs, 4 DIMMs in slots 1, 2, 5, and 6). The system will run with all memory accessible but will experience sub-optimal performance. | Populate 2, 4, or 8 DIMMs sequentially beginning with slot 1. See "Memory" on page 80. |
| Write fault | Faulty diskette, optical/diskette drive assembly, hard drive, or hard-drive subsystem. | See "Troubleshooting a Diskette Drive" on page 112, "Troubleshooting an Optical Drive" on page 113, or "Troubleshooting a Hard Drive" on page 115. |
| Write fault on selected drive | | |

NOTE: For the full name of an abbreviation or acronym used in this table, see the "Glossary" on page 155.

Warning Messages

A warning message alerts you to a possible problem and prompts you to respond before the system continues a task. For example, before you format a diskette, a message will warn you that you may lose all data on the diskette. Warning messages usually interrupt the task and require you to respond by typing **y** (yes) or **n** (no).

 **NOTE:** Warning messages are generated by either the application or the operating system. For more information, see the documentation that accompanied the operating system or application.

Diagnostics Messages

When you run system diagnostics, an error message may result. Diagnostic error messages are not covered in this section. Record the message on a copy of the Diagnostics Checklist in "Getting Help" on page 131, and then follow the instructions in that section for obtaining technical assistance.

Alert Messages

Systems management software generates alert messages for your system. Alert messages include information, status, warning, and failure messages for drive, temperature, fan, and power conditions. For more information, see the systems management software documentation.

Using the System Setup Program

After you set up your system, run the System Setup program to familiarize yourself with your system configuration and optional settings. Record the information for future reference.

You can use the System Setup program to:

- Change the system configuration stored in NVRAM after you add, change, or remove hardware
- Set or change user-selectable options—for example, the time or date
- Enable or disable integrated devices
- Correct discrepancies between the installed hardware and configuration settings

Entering the System Setup Program

- 1 Turn on or restart your system.
- 2 Press **<F2>** immediately after you see the following message display briefly on the screen:

<F2> = System Setup

If your operating system begins to load before you press **<F2>**, allow the system to finish booting, and then restart your system and try again.



NOTE: To ensure an orderly system shutdown, see the documentation that accompanied your operating system.

Responding to Error Messages

You can enter the System Setup program by responding to certain error messages. If an error message appears while the system is booting, make a note of the message. Before entering the System Setup program, see "System Messages" on page 23 for an explanation of the message and suggestions for correcting errors.



NOTE: After installing a memory upgrade, it is normal for your system to send a message the first time you start your system.

Using the System Setup Program

Table 2-1 lists the keys that you use to view or change information on the System Setup program screens and to exit the program.

Table 2-1. System Setup Program Navigation Keys

| Keys | Action |
|---|--|
| Up arrow or <Shift><Tab> | Moves to the previous field. |
| Down arrow or <Tab> | Moves to the next field. |
| Spacebar, <+>, <->, left and right arrows | Cycles through the settings in a field. In many fields, you can also type the appropriate value. |
| <Esc> | Exits the System Setup program and restarts the system if any changes were made. |
| <F1> | Displays the System Setup program's help file. |



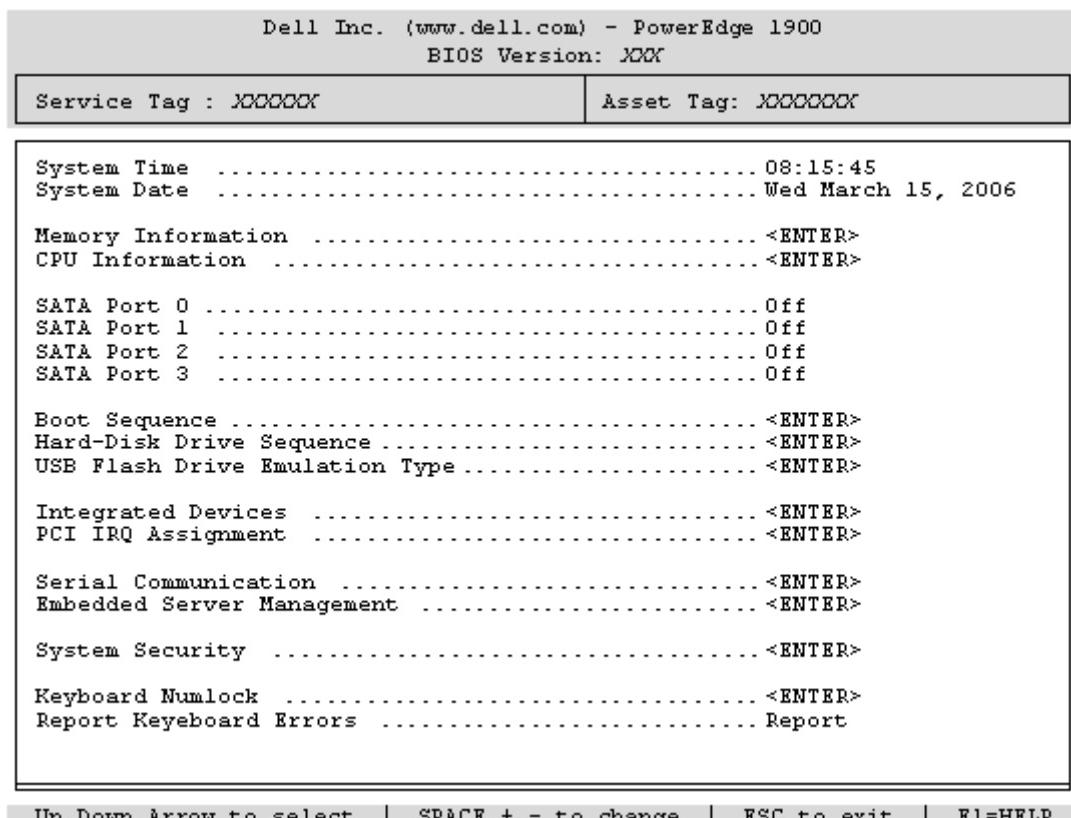
NOTE: For most of the options, any changes that you make are recorded but do not take effect until you restart the system.

System Setup Options

Main Screen

When you enter the System Setup program, the main System Setup program screen appears (see Figure 2-1).

Figure 2-1. Main System Setup Program Screen



Up,Down Arrow to select | SPACE,+, - to change | ESC to exit | F1=HELP

Table 2-2 lists the options and descriptions for the information fields that appear on the main System Setup program screen.



NOTE: The options for the System Setup program change based on the system configuration.



NOTE: The System Setup program defaults are listed under their respective options, where applicable.

Table 2-2. System Setup Program Options

| Option | Description |
|-------------|--|
| System Time | Resets the time on the system's internal clock. |
| System Date | Resets the date on the system's internal calendar. |

Table 2-2. System Setup Program Options (*continued*)

| Option | Description |
|--|--|
| Memory Information | Displays information related to installed system, video, and redundant memory, including size, type, and speed of memory modules, system video memory size, system memory test option, and redundant memory status, and snoop filter. NOTE: The Snoop Filter option may optimize or degrade the performance of some applications when enabled. Disabled is the default. |
| CPU Information | Displays information related to microprocessors (speed, cache size, and so on). Enable or disable Hyper-Threading technology by changing the setting of the Logical Processor option. See Table 2-3. |
| SATA Port X | Displays type and capacity of SATA drive attached to Port X on the system board. |
| Boot Sequence | Determines the order in which the system searches for boot devices during system startup. Available options can include the diskette drive, CD drive, hard drives, and network. NOTE: System boot is not supported from an external device attached to a SAS or SCSI adapter. See support.dell.com for the latest support information about booting from external devices. |
| Hard-Disk Drive Sequence | Specifies the order in which hard-disk drives are configured in the system. The first hard drive in the system will be the bootable C: drive in DOS or DOS-like operating systems. |
| USB Flash Drive Type (Auto default) | Determines the emulation type for a USB flash drive. Hard disk allows the USB flash drive to act as a hard drive. Floppy allows the USB flash drive to act as a removal diskette drive. Auto automatically chooses an emulation type. |
| Integrated Devices | See "Integrated Devices Screen" on page 38. |
| PCI IRQ Assignment | Displays a screen to change the IRQ assigned to each of the integrated devices on the PCI bus, and any installed expansion cards that require an IRQ. |
| Serial Communication | Displays a screen to configure serial communication, external serial connector, fail-safe baud rate, remote terminal type, and redirection after boot. |
| Embedded Server Management | Displays a screen to configure the front-panel LCD options and to set a user-defined LCD string. |
| System Security | Displays a screen to configure the system password and setup password features. See "Using the System Password" on page 41 and "Using the Setup Password" on page 43 for more information. |
| Keyboard NumLock (On default) | Determines whether your system starts up with the NumLock mode activated on 101- or 102-key keyboards (does not apply to 84-key keyboards). |
| Report Keyboard Errors (Report default) | Enables or disables reporting of keyboard errors during the POST. Select Report for host systems that have keyboards attached. Select Do Not Report to suppress all error messages relating to the keyboard or keyboard controller during POST. This setting does not affect the operation of the keyboard itself if a keyboard is attached to the system. |

Table 2-2. System Setup Program Options (*continued*)

| Option | Description |
|-----------|--|
| Asset Tag | Displays the customer-programmable asset tag number for the system if an asset tag number has been assigned. |

CPU Information Screens

Table 2-3 lists the options and descriptions for the information fields that appear on the CPU Information screen.

Table 2-3. CPU Information Screen

| Option | Description |
|--|--|
| 64-bit Technology | Specifies if the installed processor(s) support Intel 64-bit extensions. |
| Core Speed | Displays the clock speed of the processor(s). |
| Bus Speed | Displays the bus speed of the processor(s). |
| Logical Processor (Enabled default) | Displays when the processors support HyperThreading. Enabled permits all logical processors to be used by the operating system. Only the first logical processor of each processor installed in the system is used by the operating system if Disabled is selected. |
| Virtualization Technology (Disabled default) | Displays when the processor(s) support Virtualization Technology. Enabled permits virtualization software to use Virtualization Technology incorporated in the processor design. This feature can only be used by software that supports Virtualization Technology. |
| Adjacent Cache Line Prefetch (Enabled default) | Enables or disables optimal use of sequential memory access. Disable this option for applications that require high use of random memory access. |
| Hardware Prefetcher (Enabled default) | Enables or disables the hardware prefetcher. |
| Demand-Based Power Management (Disabled default) | Enables or disables demand-based power management. When enabled, the CPU Performance State tables will be reported to the operating system; when disabled, the CPU Performance State tables will not be reported to the operating system. If any of the CPUs do not support demand-based power management, the field will become read-only, and automatically set to Disabled . |
| Processor X ID | Displays the family and model number of each processor. A submenu displays processor core speed, amount of level 2 cache, and number of cores. |

Integrated Devices Screen

Table 2-4 lists the options and descriptions for the information fields that appear on the Integrated Devices screen.

Table 2-4. Integrated Devices Screen Options

| Option | Description |
|---|--|
| Integrated SAS Controller (Enabled default) | Enables or disables the integrated SAS controller. This option appears only if a SAS controller is installed. |
| Integrated RAID Controller (Enabled default) | Enables or disables the integrated RAID controller. This option appears only if a SAS RAID controller is installed. |
| Embedded SATA (Off default) | Allows the integrated SATA controller to be set to Off or ATA Mode. |
| IDE CD-ROM Controller (Auto default) | Enables the integrated IDE controller. When set to Auto, each channel of the integrated IDE controller is enabled if IDE devices are attached to the channel. |
| Diskette Controller (Auto default) | Enables or disables the system's diskette drive controller. When Auto is selected, the system turns off the controller when necessary to accommodate a controller card installed in an expansion slot. You can also configure the drive as Read-Only, or Off. When using the Read-Only setting, the drive cannot be used to write to a disk. |
| User Accessible USB Ports (All Ports On default) | Enables or disables the system's user accessible USB ports. Options are All Ports On, Only Back Ports On, and All Ports Off. |
| Embedded Gb NIC (Enabled with PXE default) | Enables or disables the system's integrated NIC. Options are Enabled without PXE, Enabled with PXE, and Disabled. PXE support allows the system to boot from the network. Changes take effect after the system reboots. |
| MAC Address | Displays the MAC address for the integrated 10/100/1000 NIC. This field does not have user-selectable settings. |
| TOE Capability | Displays the TCP/IP Offload Engine (TOE) feature status of NIC. |

Serial Communication Screen

Table 2-5 lists the options and descriptions for the information fields that appear on the Serial Communication screen.

Table 2-5. Serial Communication Screen Options

| Option | Description |
|---------------------------------------|--|
| Serial Communication (Off default) | Options are On with Console Redirection via COM2, and Off. |

Table 2-5. Serial Communication Screen Options (continued)

| Option | Description |
|---|--|
| Failsafe Baud Rate (57600 default) | Displays the failsafe baud rate used for console redirection when the baud rate cannot be negotiated automatically with the remote terminal. This rate should not be adjusted. |
| Remote Terminal Type (VT 100/VT 220 default) | Select either VT 100/VT 220 or ANSI. |
| Redirection After Boot (Enabled default) | Enables or disables BIOS console redirection after your system boots to the operating system. |

System Security Screen

Table 2-6 lists the options and descriptions for the information fields that appear on the System Security screen.

Table 2-6. System Security Screen Options

| Option | Description |
|-----------------|--|
| System Password | Displays the current status of your system's password security feature and allows you to assign and verify a new system password. NOTE: See "Using the System Password" on page 41 for instructions on assigning a system password and using or changing an existing system password. |
| Setup Password | Restricts access to the System Setup program in the same way that you restrict access to your system using the system password feature. NOTE: See "Using the Setup Password" on page 43 for instructions on assigning a setup password and using or changing an existing setup password. |
| Password Status | Setting the Setup Password option to Enabled prevents the system password from being changed or disabled at system start-up. To <i>lock</i> the system password, assign a setup password in the Setup Password option and then change the Password Status option to Locked . In this state, you cannot change the system password using the System Password option and cannot be disabled at system start-up by pressing <Ctrl><Enter>. To <i>unlock</i> the system password, enter the setup password in the Setup Password field and then change the Password Status option to Unlocked . In this state, you can disable the system password at system start-up by pressing <Ctrl><Enter> and then change the password using the System Password option. |

Table 2-6. System Security Screen Options (*continued*)

| Option | Description |
|-------------------------------------|--|
| Power Button | <p>Turns system's power off and on.</p> <ul style="list-style-type: none">• If you turn off the system using the power button and the system is running an ACPI-compliant operating system, the system can perform an orderly shutdown before power is turned off.• If the system is not running an ACPI-compliant operating system, power is turned off immediately after the power button is pressed. <p>The button is enabled in the System Setup program. When disabled, the button can only turn on system power.</p> <p>NOTE: You can still turn on the system by using the power button, even if the Power Button option is set to Disabled.</p> |
| NMI Button | <p> NOTICE: Use the NMI button only if directed to do so by qualified support personnel or by the operating system's documentation. Pressing this button halts the operating system and displays a diagnostic screen.</p> <p>Sets the NMI feature On or Off.</p> |
| AC Power Recovery (Last default) | Determines how the system reacts when power is restored to the system. If system is set to Last , the system returns to the last power state. On turns on the system after power is restored. When set to Off , the system remains off after power is restored. |

Exit Screen

After you press <Esc> to exit the System Setup program, the **Exit** screen displays the following options:

- Save Changes and Exit
- Discard Changes and Exit
- Return to Setup

System and Setup Password Features

 **NOTICE:** The password features provide a basic level of security for the data on your system. If your data requires more security, use additional forms of protection, such as data encryption programs.

 **NOTICE:** Anyone can access the data stored on your system if you leave the system running and unattended without having a system password assigned or if you leave your system unlocked so that someone can disable the password by changing a jumper setting.

Your system is shipped to you without the system password feature enabled. If system security is a concern, operate your system only with system password protection.

To change or delete an existing password, you must know the password (see "Deleting or Changing an Existing System Password" on page 42). If you forget your password, you cannot operate your system or change settings in the System Setup program until a trained service technician changes the password jumper setting to disable the passwords, and erases the existing passwords. See "Disabling a Forgotten Password" on page 44.

Using the System Password

After a system password is assigned, only those who know the password have full use of the system. When the **System Password** option is set to **Enabled**, the system prompts you for the system password after the system starts.

Assigning a System Password

Before you assign a system password, enter the System Setup program and check the **System Password** option.

When a system password is assigned, the setting shown for the **System Password** option is **Enabled**. If the setting shown for the **Password Status** is **Unlocked**, you can change the system password. If the **Password Status** option is **Locked**, you cannot change the system password. When the system password feature is disabled by a jumper setting, the system password is **Disabled**, and you cannot change or enter a new system password.

When a system password is not assigned and the password jumper on the system board is in the enabled (default) position, the setting shown for the **System Password** option is **Not Enabled** and the **Password Status** field is **Unlocked**. To assign a system password:

- 1 Verify that the **Password Status** option is set to **Unlocked**.
- 2 Highlight the **System Password** option and press <Enter>.
- 3 Type your new system password.

You can use up to 32 characters in your password.

As you press each character key (or the spacebar for a blank space), a placeholder appears in the field.

The password assignment is not case-sensitive. However, certain key combinations are not valid. If you enter one of these combinations, an error message appears. To erase a character when entering your password, press <Backspace> or the left-arrow key.

 **NOTE:** To escape from the field without assigning a system password, press <Enter> to move to another field, or press <Esc> at any time prior to completing step 5.

- 4 Press <Enter>.
- 5 To confirm your password, type it a second time and press <Enter>.

The setting shown for the **System Password** changes to **Enabled**. Exit the System Setup program and begin using your system.

- 6** Either reboot your system now for your password protection to take effect or continue working.



NOTE: Password protection does not take effect until you reboot the system.

Using Your System Password to Secure Your System

- NOTE:** If you have assigned a setup password (see "Using the Setup Password" on page 43), the system accepts your setup password as an alternate system password.

When the **Password Status** option is set to **Unlocked**, you have the option to leave the password security enabled or to disable the password security.

To leave the password security enabled:

- 1** Turn on or reboot your system by pressing <Ctrl><Alt>.
- 2** Type your password and press <Enter>.

To disable the password security:

- 1** Turn on or reboot your system by pressing <Ctrl><Alt>.
- 2** Type your password and press <Ctrl><Enter>.

When the **Password Status** option is set to **Locked**, whenever you turn on your system or reboot your system by pressing <Ctrl><Alt>, type your password and press <Enter> at the prompt.

After you type the correct system password and press <Enter>, your system operates as usual.

If an incorrect system password is entered, the system displays a message and prompts you to re-enter your password. You have three attempts to enter the correct password. After the third unsuccessful attempt, the system displays an error message showing the number of unsuccessful attempts and that the system has halted and will shut down. This message can alert you to an unauthorized person attempting to use your system.

Even after you shut down and restart the system, the error message continues to be displayed until the correct password is entered.



NOTE: You can use the **Password Status** option in conjunction with the **System Password** and **Setup Password** options to further protect your system from unauthorized changes.

Deleting or Changing an Existing System Password

- 1** When prompted, press <Ctrl><Enter> to disable the existing system password.
If you are asked to enter your setup password, contact your network administrator.
- 2** Enter the System Setup program by pressing <F2> during POST.
- 3** Select the **System Security** screen field to verify that the **Password Status** option is set to **Unlocked**.
- 4** When prompted, type the system password.

5 Confirm that **Not Enabled** is displayed for the **System Password** option.

If **Not Enabled** is displayed for the **System Password** option, the system password has been deleted. If **Enabled** is displayed for the **System Password** option, press the **<Alt>** key combination to restart the system, and then repeat steps 2 through 5.

Using the Setup Password

Assigning a Setup Password

You can assign (or change) a setup password only when the **Setup Password** option is set to **Not Enabled**. To assign a setup password, highlight the **Setup Password** option and press the **<+>** or **<->** key. The system prompts you to enter and verify the password. If a character is illegal for password use, an error message appears.

 **NOTE:** The setup password can be the same as the system password. If the two passwords are different, the setup password can be used as an alternate system password. However, the system password cannot be used in place of the setup password.

You can use up to 32 characters in your password.

As you press each character key (or the spacebar for a blank space), a placeholder appears in the field.

The password assignment is not case-sensitive. However, certain key combinations are not valid. If you enter one of these combinations, an error message appears. To erase a character when entering your password, press **<Backspace>** or the left-arrow key.

After you verify the password, the **Setup Password** setting changes to **Enabled**. The next time you enter the System Setup program, the system prompts you for the setup password.

A change to the **Setup Password** option becomes effective immediately (restarting the system is not required).

Operating With a Setup Password Enabled

If **Setup Password** is set to **Enabled**, you must enter the correct setup password before you can modify most of the System Setup options. When you start the System Setup program, the program prompts you to enter a password.

If you do not enter the correct password in three attempts, the system lets you view, but not modify, the System Setup screens—with the following exception: If **System Password** is not set to **Enabled** and is not locked through the **Password Status** option, you can assign a system password (however, you cannot disable or change an existing system password).

 **NOTE:** You can use the **Password Status** option in conjunction with the **Setup Password** option to protect the system password from unauthorized changes.

Deleting or Changing an Existing Setup Password

- 1** Enter the System Setup program and select the **System Security** option.
- 2** Highlight the **Setup Password** option, press <Enter> to access the setup password window, and press <Enter> twice to clear the existing setup password.
The setting changes to **Not Enabled**.
- 3** If you want to assign a new setup password, perform the steps in "Assigning a Setup Password" on page 43.

Disabling a Forgotten Password

See "Disabling a Forgotten Password" on page 129.

Baseboard Management Controller Configuration

The Baseboard Management Controller (BMC) enables configuring, monitoring, and recovery of systems remotely. BMC provides the following features:

- Uses the system's serial port and integrated NIC
- Fault logging and SNMP alerting
- Access to system event log and sensor status
- Control of system functions including power on and off
- Support is independent of the system's power or operating state
- Provides text console redirection for system setup, text-based utilities, and operating system consoles

For additional information on using BMC, see the documentation for the BMC and systems management applications.

Entering the BMC Setup Module

- 1** Turn on or restart your system.
- 2** Press <Ctrl-E> when prompted after POST.

If your operating system begins to load before you press <Ctrl-E>, allow the system to finish booting, and then restart your system and try again.

BMC Setup Module Options

For information about the BMC Setup Module options and how to configure the emergency management port (EMP), see the *BMC User's Guide*.

Installing System Components

This section describes how to install the following system components:

- Power supply
- Cooling fans
- Expansion cards
- Hard drives
- Tape, optical, and diskette drives
- System battery
- System memory
- RAC card
- Microprocessors
- SAS RAID controller daughter card
- Control panel assembly
- System board

Recommended Tools

You may need the following items to perform the procedures in this section:

- Keys to the system keylocks
- #2 Phillips screwdriver
- T10 Torx driver
- Wrist grounding strap

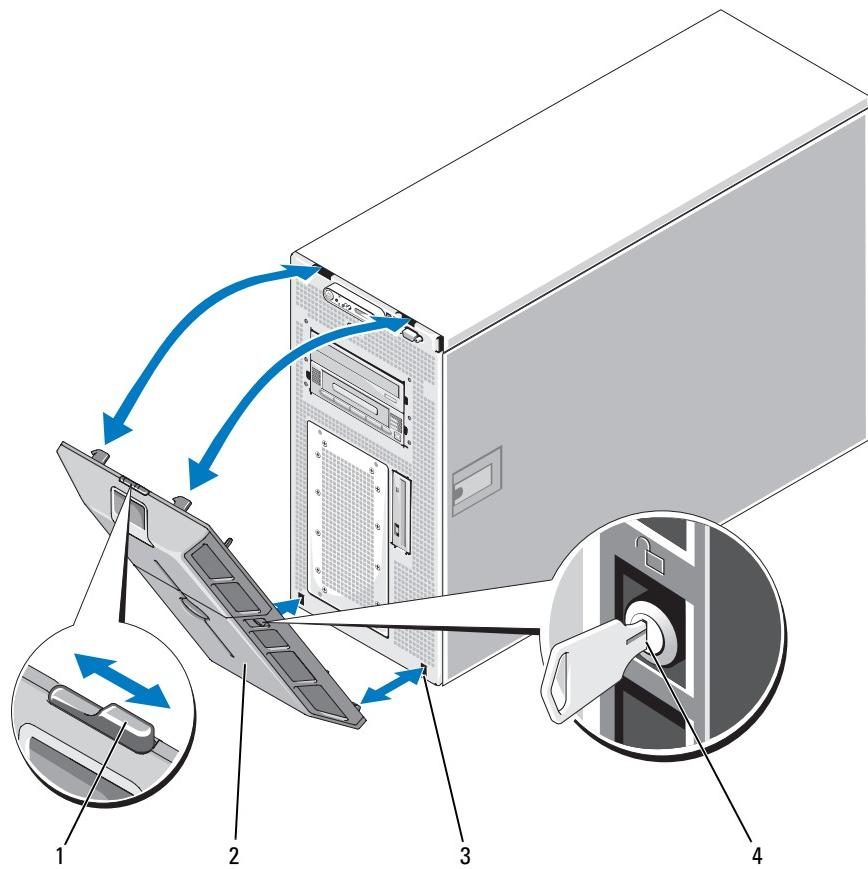
Opening and Closing the System

The system is enclosed by a bezel and cover. To upgrade or troubleshoot the system, remove the bezel and cover to access the drives and internal system components.

Removing the Bezel

- 1** Unlock the keylock at the right side of the bezel. See Figure 3-2.
- 2** While grasping the bezel, push the release latch on top of bezel to the left.
- 3** Rotate the top of the bezel away from the front panel.
- 4** Unhook the bottom of the bezel and pull the bezel away from the system. See Figure 3-2.

Figure 3-2. Installing and Removing the Bezel



1 bezel latch

4 bezel lock

2 bezel

3 bezel slot (2)

Installing the Bezel

- 1 Insert the hooks on the end of the bezel into the bezel slots on the bottom of the system front panel. See Figure 3-2.
- 2 Rotate the other end of the bezel toward the front panel and press the bezel onto the panel to engage the latch.
- 3 Lock the bezel.

Opening the System

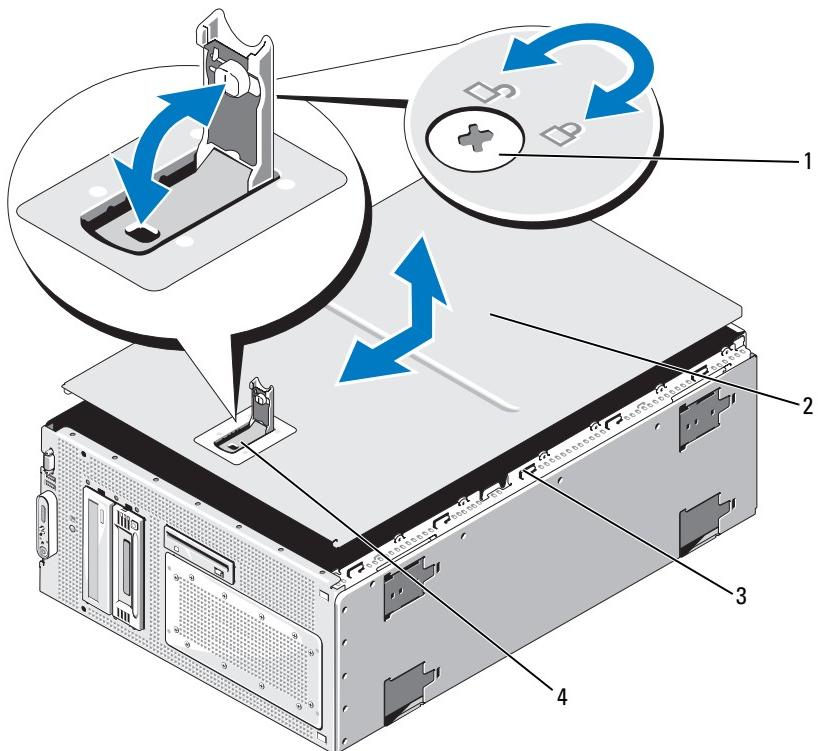
- !** **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.
- !** **CAUTION:** Whenever you need to lift the system, get others to assist you. To avoid injury, do not attempt to lift the system by yourself.

- 1** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet and peripherals.
- 2** Place the system on its side on a flat stable surface with the feet overhanging the edge of the work surface.
- 3** If present, unlock and remove the Kensington cable lock on the back of the system chassis.
- 4** To remove the system cover, turn the latch release lock on the cover latch counterclockwise to the unlocked position. See Figure 3-3.
- 5** Lift up on the latch on top of the system. See Figure 3-3.
- 6** Grasp the cover on both sides and carefully lift the cover away from the system.

Closing the System

- 1** Lift up on the cover latch.
- 2** Place the cover on top of the system and offset the cover slightly back so that it clears the chassis J hooks and lays flat on the system chassis. See Figure 3-3.
- 3** Push the latch down to lever the cover into the closed position.
- 4** Turn the latch release lock clockwise to the locked position. See Figure 3-3.
- 5** If applicable, replace the Kensington cable lock on the back of the chassis. See Figure 1-2 for the location of the lock slot on the back of the chassis.
- 6** Place the system upright and on its feet on a flat, stable surface.
- 7** Reattach any peripherals, then connect the system to the electrical outlet.

Figure 3-3. Installing and Removing the System Cover



1 latch release lock

4 cover latch

2 system cover

3 chassis hooks

Power Supply

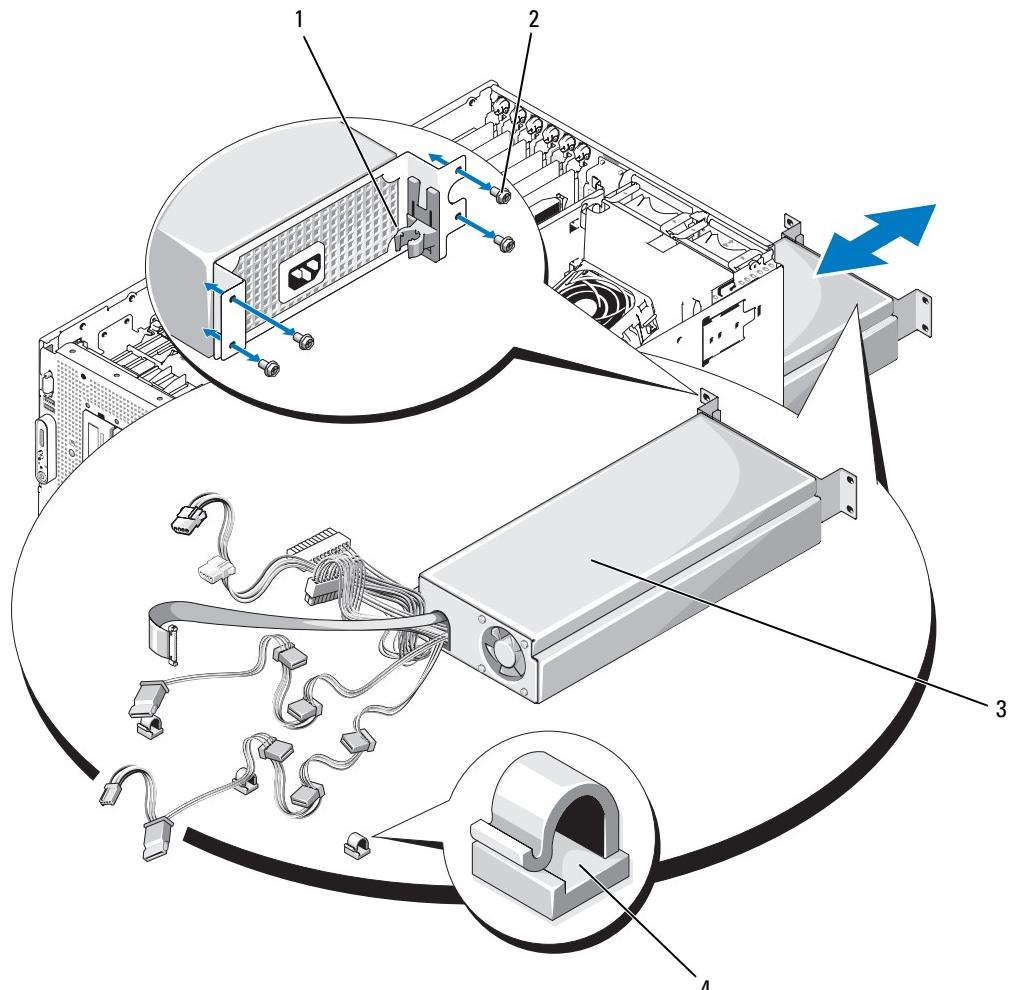
Your system supports one power supply rated at an output of 800 W.

 **NOTICE:** To ensure proper system cooling, the power supply blank must be installed on the unoccupied power supply bay.

Removing the Power Supply

- 1 Turn off the system and all attached peripherals.
- 2 Disconnect the power cable from the power outlet and the power supply, and remove the cable from the cable retention bracket.
- 3 Open the system. See "Opening the System" on page 48.
- 4 Remove the expansion-bay and processor-cooling fans (FAN1, FAN2, and FAN3). See "Removing and Installing a Fan" on page 53.
- 5 Remove the center fan bracket. See "Removing the Center Fan Bracket" on page 79.
- 6 Disconnect the power cables from the following components where applicable (see Figure 6-2 for connector locations):
 - PWR1 connector on the system board
 - PWR2 connector on the system board
 - PWR CTRL connector on the system board
 - Hard drives
 - Diskette drive
 - Optical drive
 - Tape backup unit
 - Cable retention clips on the chassis (see Figure 3-4)
- 7 Remove the four screws securing the power supply to the back panel. See Figure 3-4.
- 8 Slide the power supply from the system.

Figure 3-4. Installing and Removing the Power Supply



- 1 power cable retention bracket 2 screws (4)
4 cable retention clips (3)

3 power supply

Installing the Power Supply

- 1 Slide the power supply into the chassis until the power supply is fully seated in the chassis. See Figure 3-4.
- 2 Install the four screws to secure the power supply to the system's back panel.

- 3** Connect the power cables to the following components where applicable (see Figure 6-2 for connector locations):
 - PWR1 connector on the system board
 - PWR2 connector on the system board
 - PWR CTRL connector on the system board
 - Hard drives
 - Diskette drive
 - Optical drive
 - Tape backup unit
 - Cable retention clips on the chassis (see Figure 3-4)
- 4** Replace the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 5** Replace the expansion-bay and processor fans (FAN1, FAN2, and FAN3). See "Removing and Installing a Fan" on page 53.
- 6** Close the system. See "Closing the System" on page 48.
- 7** Connect the power cable to the power supply and the power outlet.

Fans

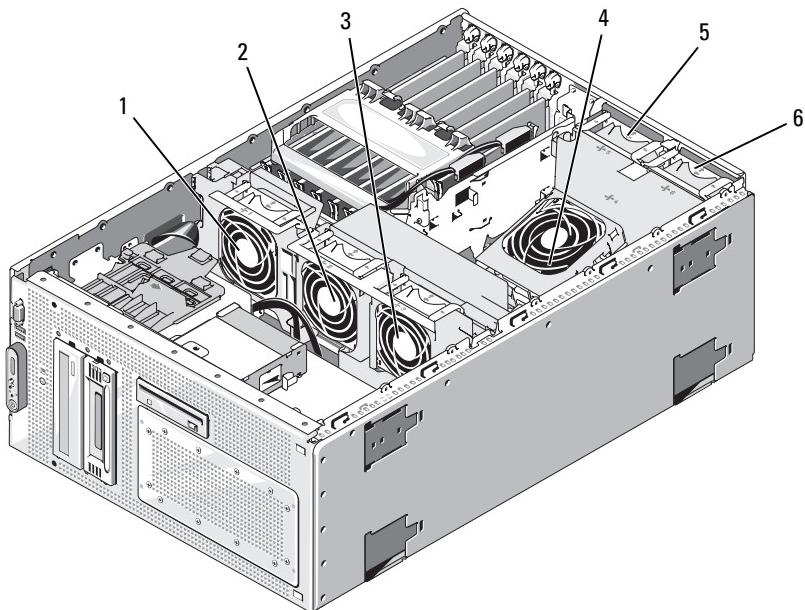
The system contains six hot-plug cooling fans:

- One expansion-bay cooling fan (FAN1)
- Two processor cooling fans, one for each processor (FAN2 and FAN3)
- Three memory module cooling fans:
 - One fan on top of the memory cooling shroud (FAN4)
 - Two fans at the rear of the system (FAN5 and FAN6)

 **NOTICE:** In the event of a problem with a particular fan, the fan's number is referenced by the systems management software, allowing you to easily identify and replace the proper fan.

Figure 3-5 shows the positions and identification numbers of the fans.

Figure 3-5. Cooling Fans



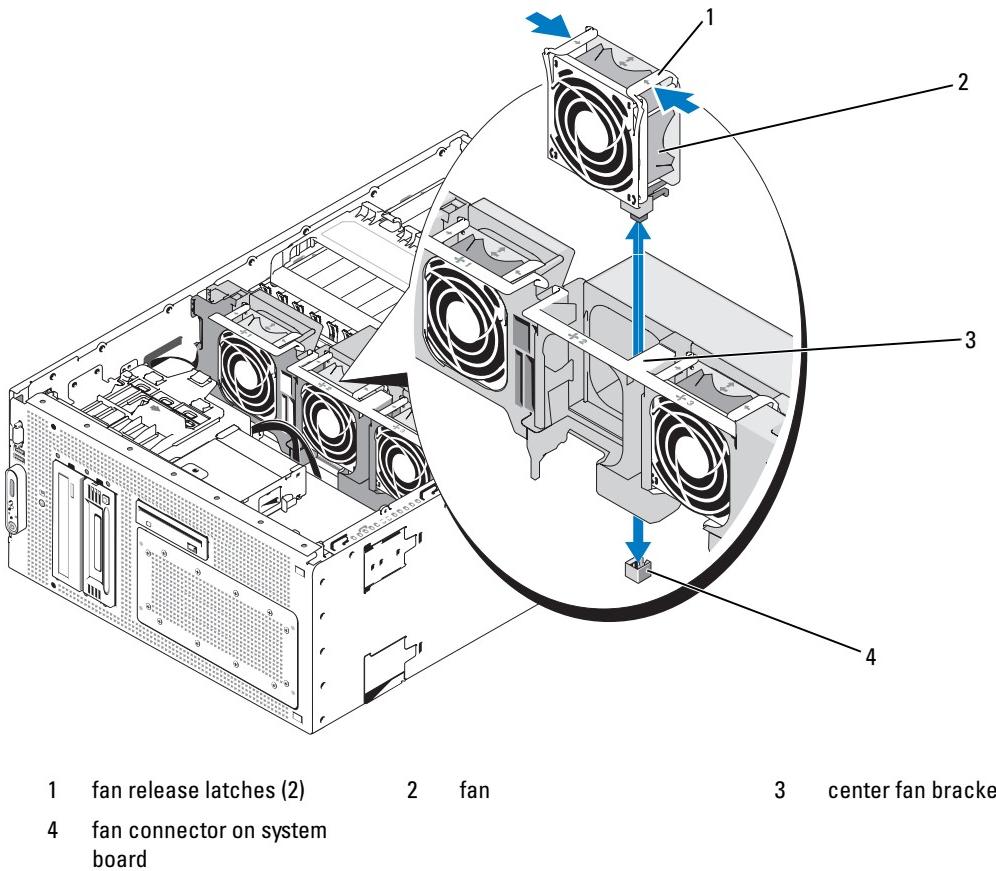
- | | | | | | |
|---|---------------------------|---|--------------------------|---|--------------------------|
| 1 | expansion-card fan (FAN1) | 2 | processor fan (FAN2) | 3 | processor fan (FAN3) |
| 4 | memory module fan (FAN4) | 5 | memory module fan (FAN5) | 6 | memory module fan (FAN6) |

Removing and Installing a Fan

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Open the system. See "Opening the System" on page 48.
- 2 Squeeze the release latches on top of the fan and lift the fan out of the fan bracket. See Figure 3-6.
- !** **NOTICE:** Do not remove more than one fan at a time and do not operate the system with any fan removed for an extended period of time. Overheating can occur, resulting in a system shutdown and loss of data.
- 3 To replace the fan, align the connector on the fan with the fan connector on the system board and insert the fan into the fan bracket.
The fan will start when it seats into the connector.
- 4 Close the system. See "Closing the System" on page 48.

Figure 3-6. Installing and Removing a Fan From the Fan Brackets



Removing and Installing the Cooling Shroud Fan

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

» **NOTICE:** Never remove the memory cooling shroud without first powering down the system. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.

- 1 Open the system. See "Opening the System" on page 48.
- 2 Release the fan bracket from the cooling shroud by squeezing the latches on each side of the fan bracket, and then rotate the bracket to the up position. See Figure 3-7.



NOTE: Do not remove the cooling shroud from the system to perform this step.

3 Remove the fan from the bracket by squeezing the release handles on top of the fan and pulling the fan out of the bracket. See Figure 3-7.

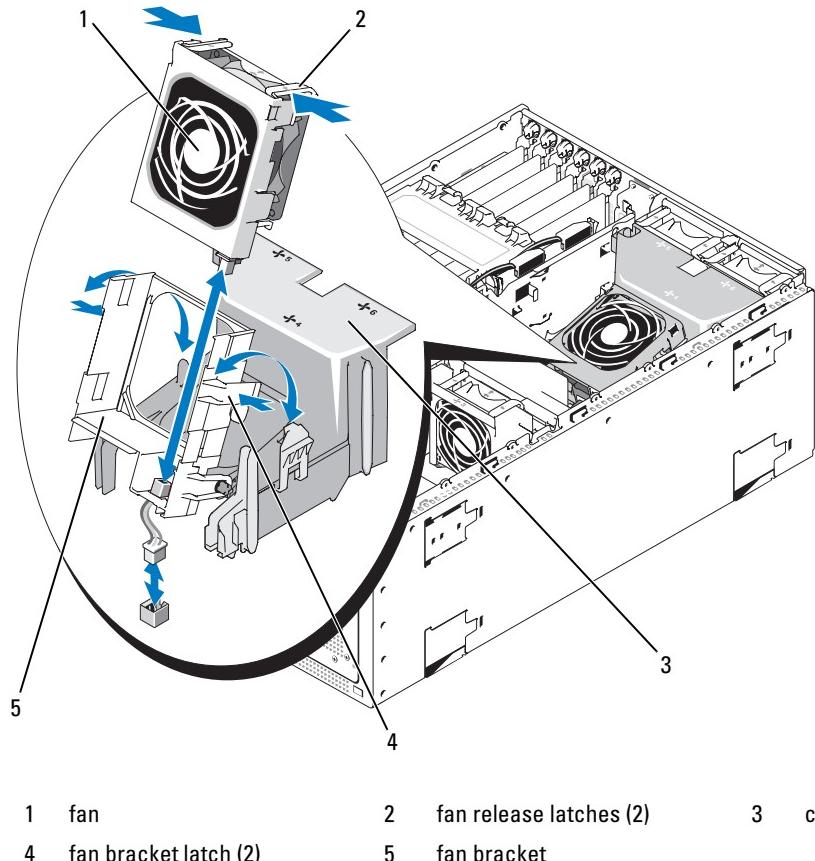
► **NOTICE:** Do not remove more than one fan from the system at a time and do not operate the system with any fan removed for an extended period of time. Overheating can occur resulting in a system shutdown and loss of data.

4 Replace the fan.

5 Rotate the fan bracket toward the shroud and slightly squeeze the side tabs so that the tabs enter the latch slots.

6 Close the system. See "Closing the System" on page 48.

Figure 3-7. Removing and Replacing the Cooling Shroud Fan



Expansion Cards

Your system provides one half-length (slot 1) and five full-length (slots 2-6) expansion card slots configured as follows:

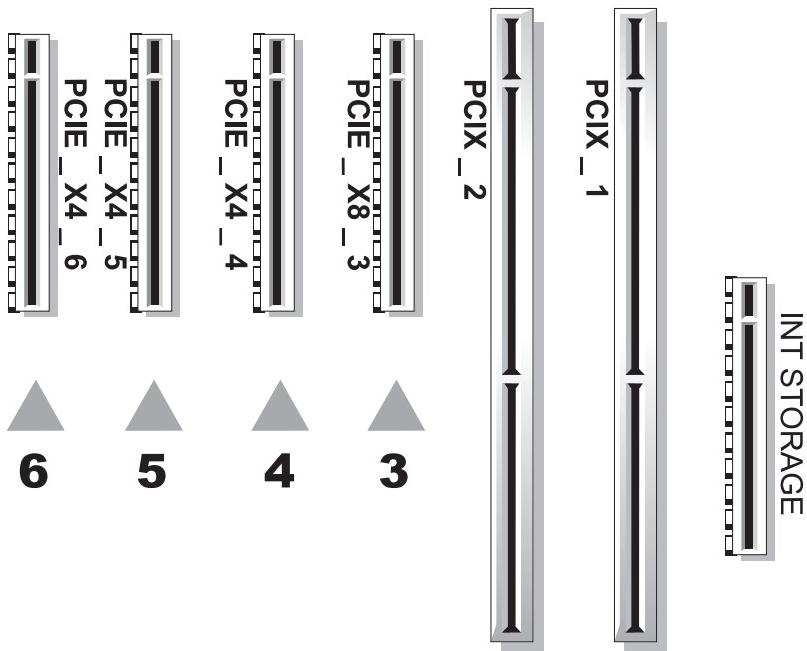
- Slot 1 and 2 are 64-bit, 133-MHz (3.3-V) PCI-X expansion slots. These slots will accommodate 133-MHz, 100-MHz, 66-Hz, and 33-MHz PCI cards and PCI-X cards.
- Slot 3 is a x8 lane-width PCIe expansion slot.
- Slots 4, 5, and 6 are x4 lane-width PCIe expansion slots.



NOTE: The optional SAS controller card supporting up to four SAS or SATA drives should only be installed into slot 4.

Figure 3-8 shows the relative locations of these expansion-card slots

Figure 3-8. Expansion Slots

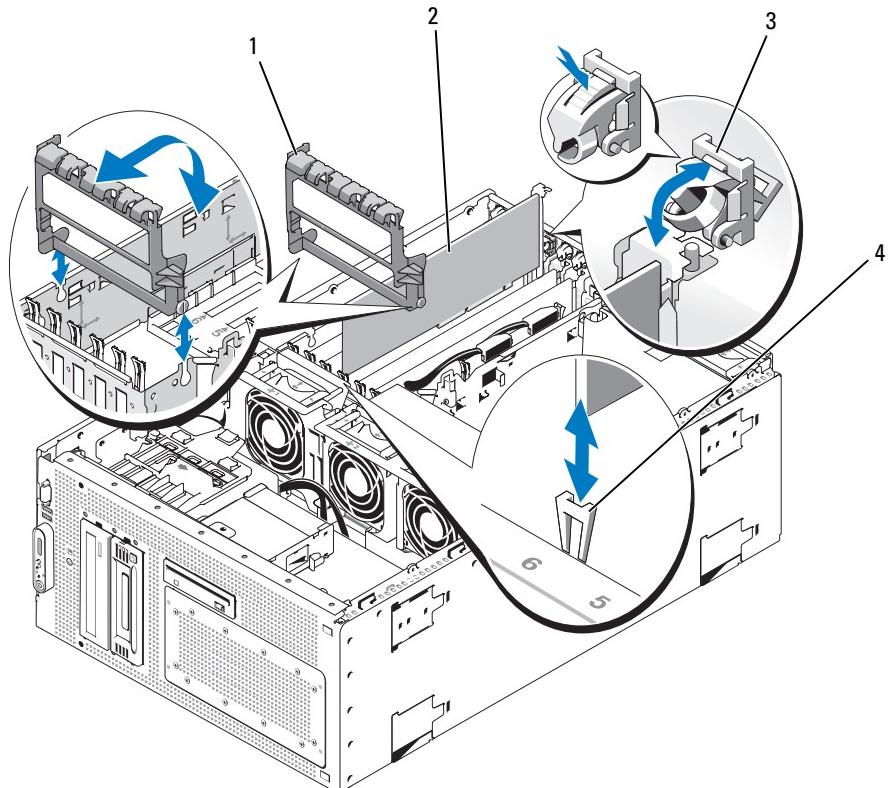


Installing an Expansion Card

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 48.
- 3 If you are installing a full-length expansion card, remove the expansion-card stabilizer:
 - a Swing up the end of the stabilizer toward the front of the system. See Figure 3-9.
 - b Draw the stabilizer straight up and out of the system.
- 4 Open the plastic expansion-card retainer adjacent to the back of the empty slot. See Figure 3-9.

Figure 3-9. Installing and Removing Expansion Cards



1 expansion-card stabilizer

2 expansion card

3 expansion-card retainer

4 card-edge guide

- 5 Remove the filler bracket on the slot you will be using.



NOTE: Keep this bracket if you need to remove the expansion card. Filler brackets must be installed over empty expansion-card slots to maintain Federal Communications Commission (FCC) certification of the system. The brackets also keep dust and dirt out of the system and aid in proper cooling and airflow inside the system.

- 6 Align the expansion card with the card-edge guides and insert the expansion card firmly into the expansion-card connector until the card is fully seated.



NOTE: Ensure that the expansion-card bracket is also inserted into the securing slot on the back of the expansion-card cage.

- 7 Close the expansion-card retainer. See Figure 3-9.

- 8 If applicable, reinstall the expansion-card stabilizer:

- a Insert the two round tabs on the stabilizer into the stabilizer pivot slots. See Figure 3-9.
- b Rotate the end of the stabilizer down toward the front of the system until the latch clicks into place against the chassis.

- 9 Connect any internal or external cables to the expansion card.

- 10 Close the system. See "Closing the System" on page 48.

- 11 Connect the power cable to the power supply and the power outlet.

Removing an Expansion Card



CAUTION: Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.

- 2 Open the system. See "Opening the System" on page 48.

- 3 If you are removing a full-length expansion card, remove the expansion-card stabilizer:

- a Pivot the end of the stabilizer upward and toward the front of the system. See Figure 3-9.
- b Draw the stabilizer straight up from the tab slots and out of the system.

- 4 Disconnect any internal or external cables that are connected to the expansion card.

- 5 Open the expansion-card retainer adjacent to the slot. See Figure 3-9.

- 6 Grasp the expansion card and carefully remove it from the socket connector.

- 7 If you are permanently removing the card, replace the metal filler bracket over the empty card-slot opening.



NOTE: Filler brackets must be installed over empty expansion-card slots to maintain FCC certification of the system. The brackets also keep dust and dirt out of the system and aid in proper cooling and airflow inside the system.

- 8** If applicable, reinstall the expansion-card stabilizer:
 - a** Insert the two round tabs on the stabilizer into the stabilizer pivot slots. See Figure 3-9.
 - b** Rotate the end of the stabilizer down toward the front of the system until the latch clicks into place against the chassis.
- 9** Close the expansion-card retainer. See Figure 3-9.
- 10** Close the system. See "Closing the System" on page 48.
- 11** Connect the power cable to the power supply and the power outlet.

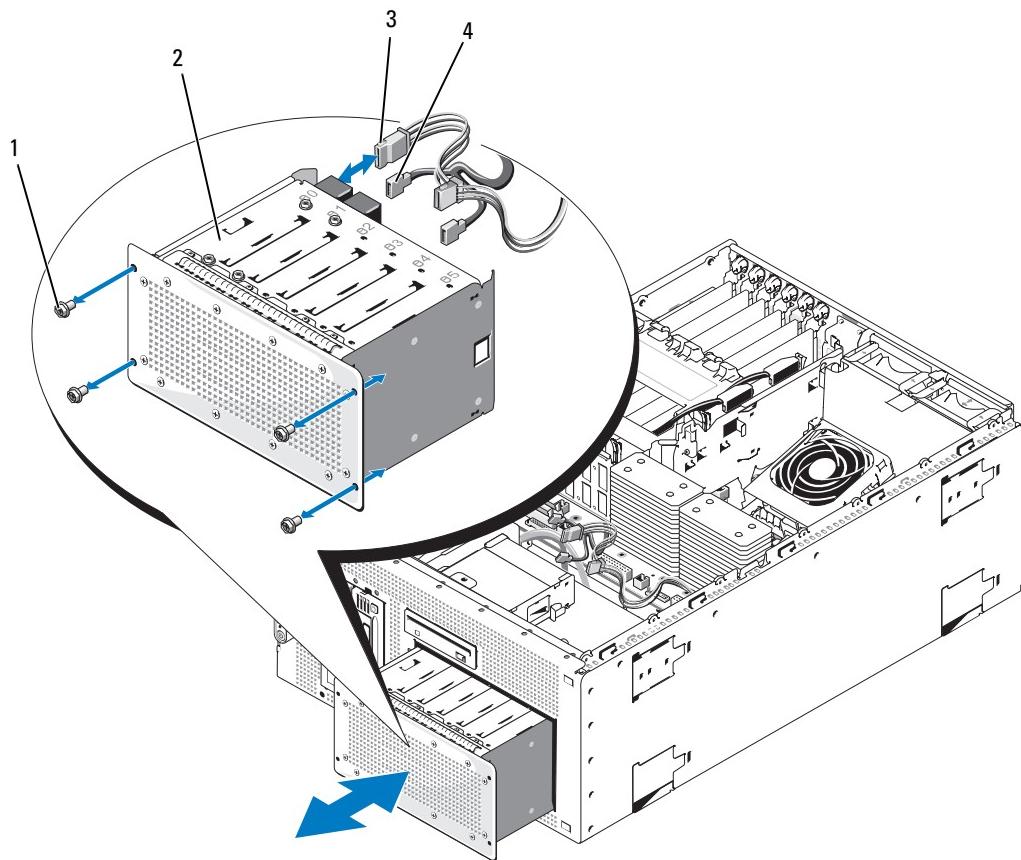
Hard Drives

Removing a Hard Drive

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1** Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2** Remove the bezel. See "Removing the Bezel" on page 46.
- 3** Open the system. See "Opening the System" on page 48.
- 4** Remove the expansion-bay and processor fans (FAN1, FAN2, and FAN3). See "Removing and Installing a Fan" on page 53.
- 5** Disconnect the cables from the system board, the SAS controller card, or the SAS RAID controller daughter card, and pull the cable out of the way of the center fans.
- 6** Remove the center fan bracket. See "Removing the Center Fan Bracket" on page 79.
- 7** Disconnect the interface and power cables from the hard drives in the drive bay.
- 8** Remove the hard-drive bay. See Figure 3-10.
 - a** Loosen the four screws that secure the drive bay to the system.
 - b** Slide the hard-drive bay out of the system.

Figure 3-10. Removing and Installing the Hard-Drive Bay



1 screws (4)

2 drive bay

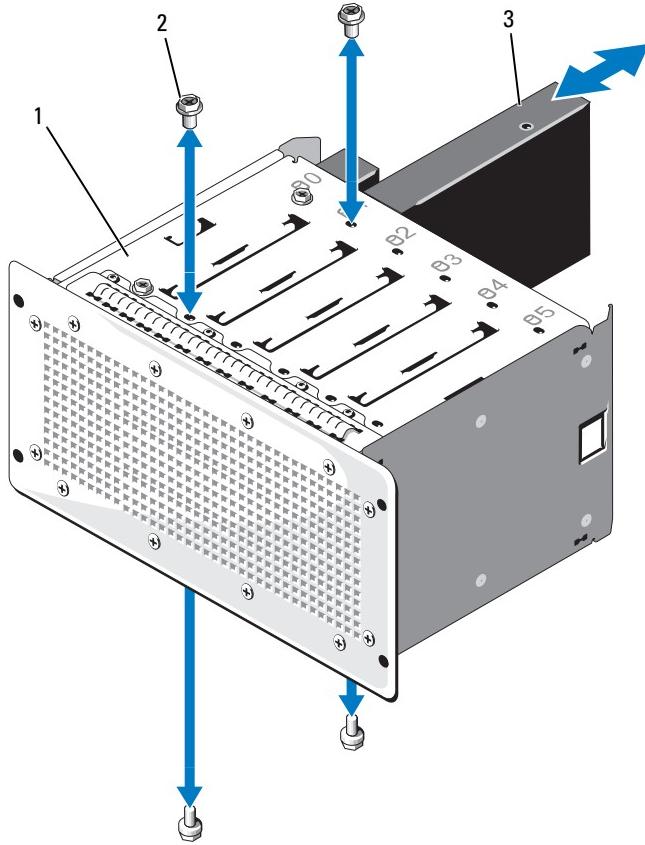
3 power cable

4 interface cable

9 Remove the drive from the hard-drive bay. See Figure 3-11.

- a** Loosen the four screws that secure the hard drive in the hard-drive bay.
- b** Slide the hard drive out of the hard-drive bay.

Figure 3-11. Removing and Installing a Hard Drive



1 drive bay

2 screws (4)

3 hard drive

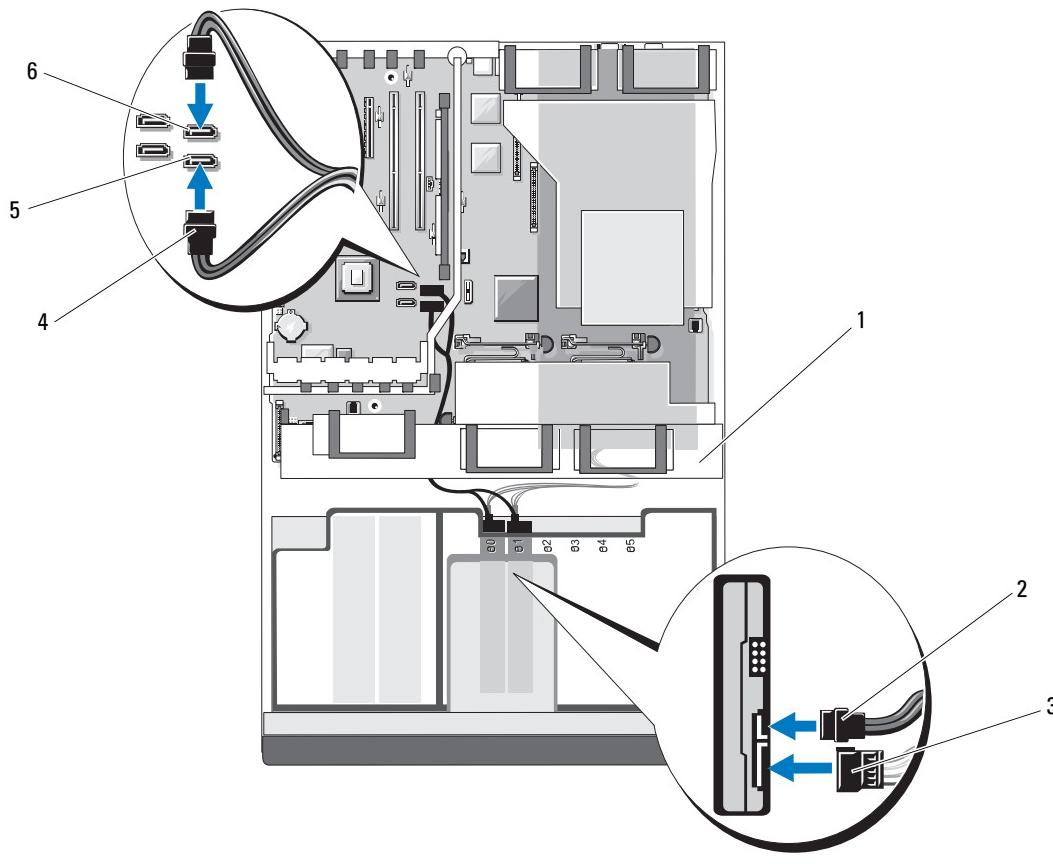
Installing a Hard Drive

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1** Unpack the drive (and controller card, if applicable) and prepare the drive for installation.
- 2** **NOTE:** For instructions, see the documentation that accompanied the drive.
- 2** Install the hard drive into the hard-drive bay (see Figure 3-11):
 - a** Slide the hard drive into the hard-drive bay with the back of the drive toward the back of the drive bay.
 - b** Install the four screws that secure the hard drive in the hard-drive bay.

- 3** Install the hard-drive bay. See Figure 3-10:
 - a** Slide the hard-drive bay into the system until the drive bay contacts the system.
 - b** Install the four screws that secure the drive bay to the system.
- 4** Depending on your hard-drive configuration, connect the hard-drive interface and power cables as follows:
 - For up to two SATA drives, connect the cables to the two SATA connectors on the system board. SATA_A is the blue connector, and SATA_B is the black connector. Route the cables through the center fan retention cage. See Figure 3-12 for connector location and cabling guidance.

Figure 3-12. Two-Hard-Drive Configuration (Integrated SATA on System Board)



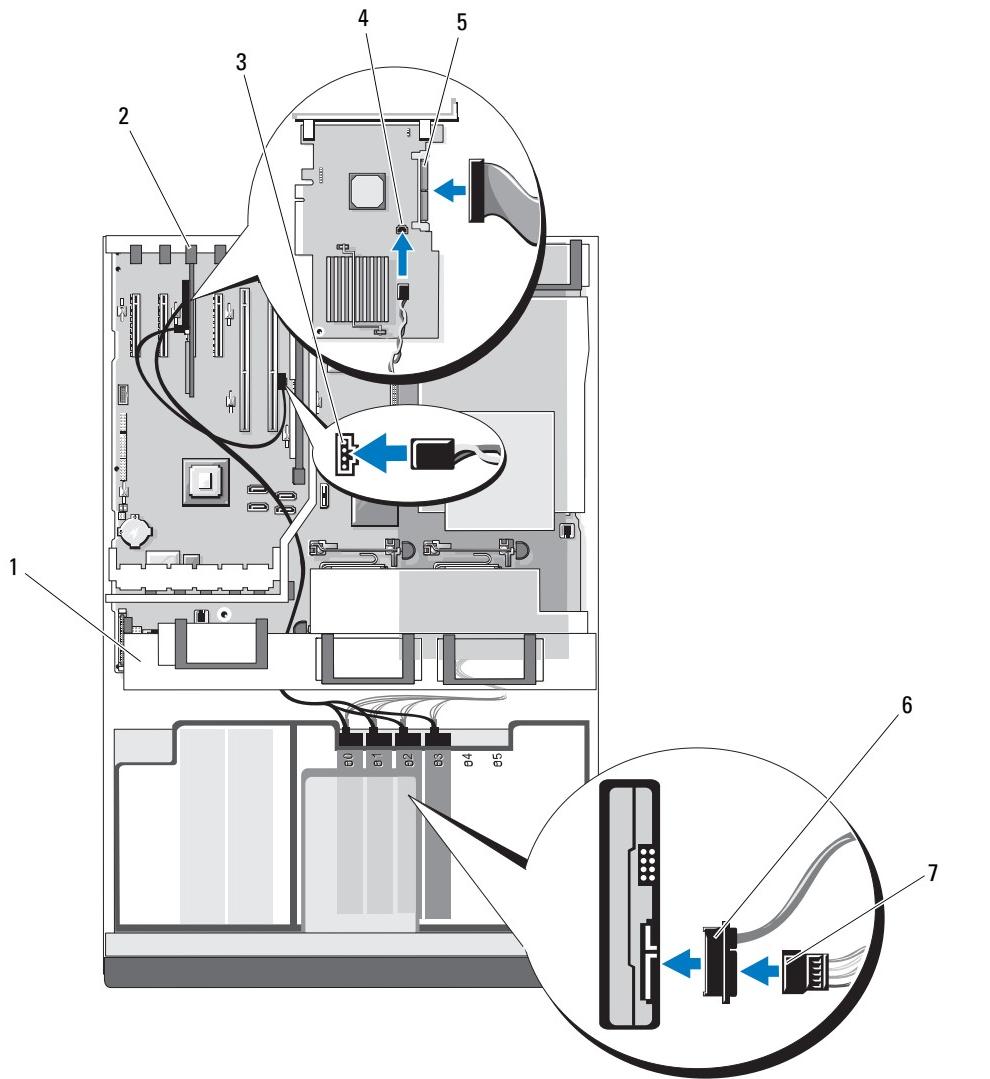
- | | | | | | |
|---|--------------------------------|---|-----------------------|---|--------------------------------------|
| 1 | center fan retention cage | 2 | power cable connector | 3 | hard drive interface cable connector |
| 4 | hard drive interface connector | 5 | SATA_A connector | 6 | SATA_B connector |

- For up to four SAS or SATA drives in a level 0 or 1 RAID configuration, connect the cables to an optional SAS controller card (see "Installing an Expansion Card" on page 57) installed into expansion slot 4 (PCIE_X4_4), and connect the hard-drive activity LED cable to the connector on the system board and the connector on the card itself. Route the cables through the center fan retention cage. See Figure 3-13.



NOTE: The optional *SAS controller card* supporting up to four SAS or SATA drives in a RAID configuration and illustrated in Figure 3-13 should only be installed into slot 4 (PCIE_X4_4). The optional integrated *SAS RAID controller daughter card* illustrated in Figure 3-14 should only be installed into the integrated daughter card slot (INT_STORAGE) on the system board. See Figure 6-2 for the locations of these connectors.

Figure 3-13. Four-hard-drive Configuration (SAS Controller Card)



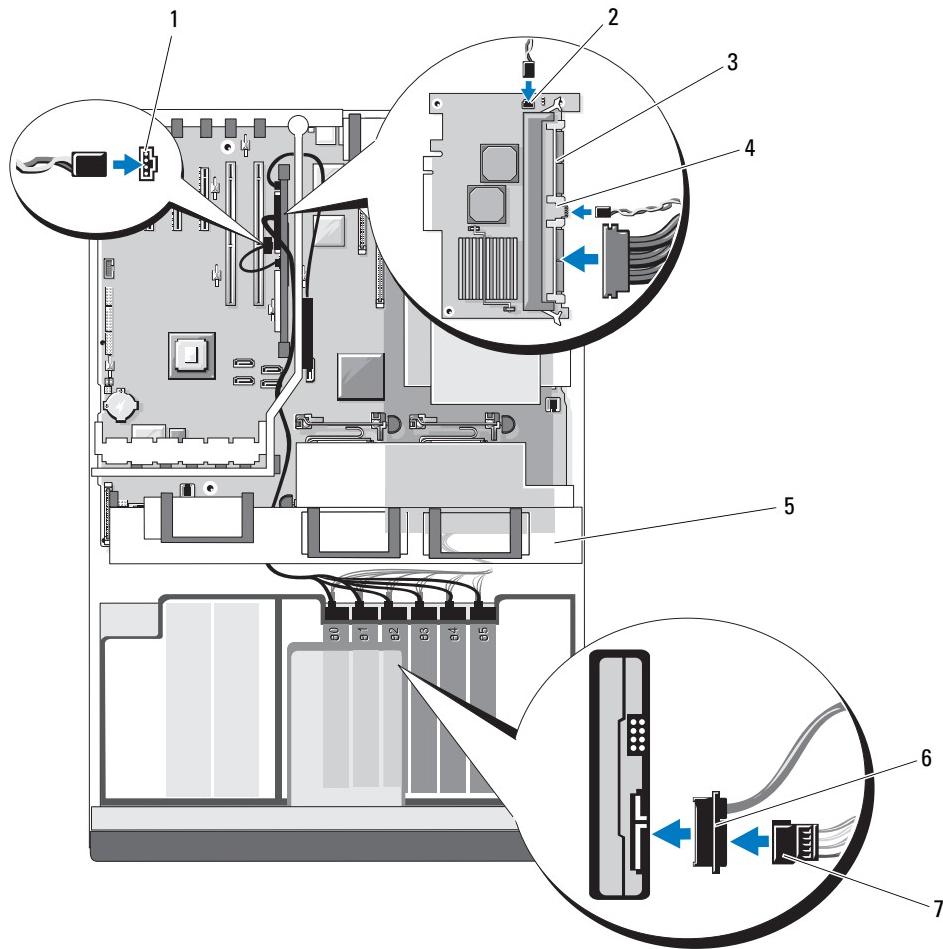
- | | | | | | |
|---|--|---|------------------------------|---|--|
| 1 | central fan retention bracket | 2 | expansion-slot 4 (PCIE_X4_4) | 3 | hard drive activity system board connector |
| 4 | hard drive activity system board connector | 5 | SAS1 connector | 6 | hard drive interface cable connector |
| 7 | power cable connector | | | | |

- For up to six SAS or SATA drives in a level 0, 1, 5, or 10 RAID configuration, connect the cables to an optional SAS RAID controller daughter card installed into the integrated PCI slot (INT_STORAGE). Route the cables through the center fan retention cage. See "Installing the SAS RAID Controller Daughter Card" on page 95, and see Figure 6-2 for the location of the integrated PCI slot.



NOTE: The optional *SAS controller card* supporting up to four SAS or SATA drives in a RAID configuration and illustrated in Figure 3-13 should only be installed into slot 4 (PCIE_X4_4). The optional *SAS RAID controller daughter card* illustrated in Figure 3-14 should only be installed into the integrated daughter card slot (INT_STORAGE). See Figure 6-2 for the locations of these connectors.

Figure 3-14. Six-hard-drive Configuration (SAS RAID Controller Daughter Card)



- | | | | | | |
|---|--|---|--|---|---|
| 1 | hard drive activity system board connector (HD_ACT_CARD) | 2 | SAS RAID controller daughter card battery connector | 3 | SASx connector (2) |
| 4 | hard drive LED activity cable connector | 5 | center fan retention cage | 6 | hard drive interface cable connector |
| 7 | hard drive power connector | | | | |

- 5 Replace the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 6 Replace the expansion-bay and processor fans (FAN1, FAN2, and FAN3). See "Removing and Installing a Fan" on page 53.

- 7** Close the system. See "Closing the System" on page 48.
- 8** Replace the bezel, if removed. See "Installing the Bezel" on page 47.
- 9** Connect the power cable to the power supply and the power outlet.

Internal Tape Backup Unit

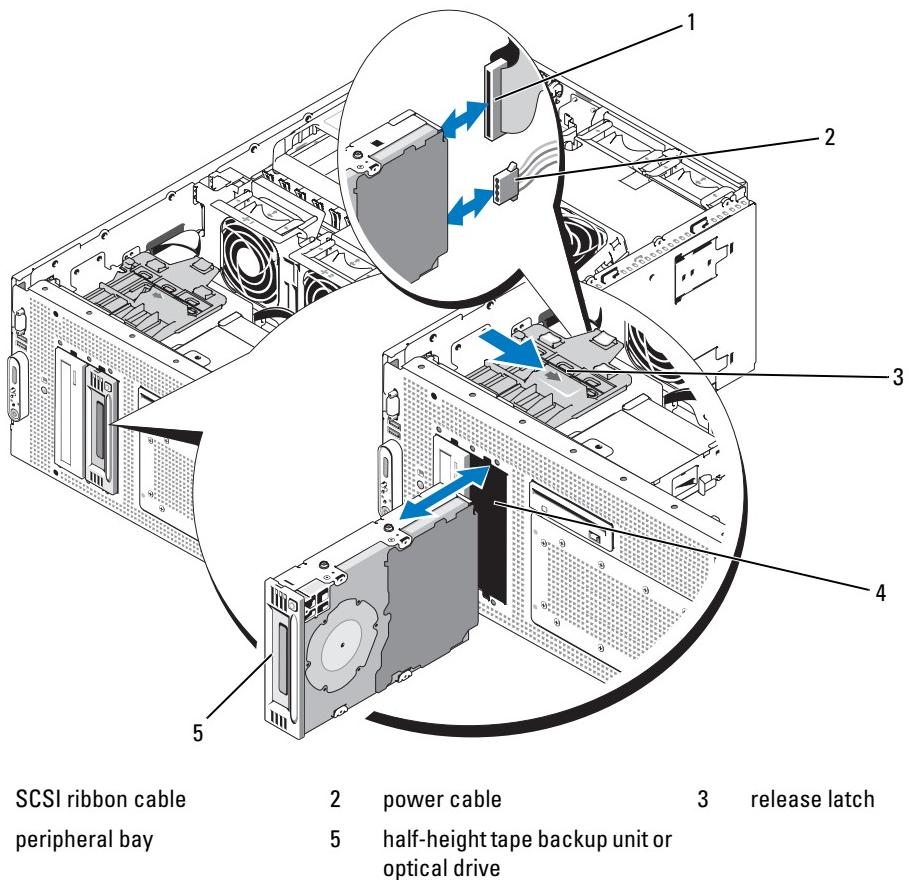
Your system can accommodate an optional SCSI internal tape backup unit.

Removing an Internal SCSI Tape Backup Unit

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1** Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2** Remove the front bezel, if attached. See "Removing the Bezel" on page 46.
- 3** Open the system. See "Opening the System" on page 48.
- 4** If applicable, disconnect the cables from the SAS RAID controller daughter card or SAS controller card and pull the cables out of the way of the center fans. See "Removing the SAS RAID Controller Daughter Card" on page 93 or "Removing an Expansion Card" on page 58.
- 5** Disconnect the tape backup SCSI cable from the optional SCSI controller card and pull the cable out of the way of the center fans. See Figure 3-15.
- 6** Remove the fans from the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 7** Remove the center fan bracket. See "Removing the Center Fan Bracket" on page 79.
- 8** Push the spring-loaded release latch on top of the peripheral bay to the right and eject the tape backup unit partially out of the bay. See Figure 3-15.
- 9** Disconnect the SCSI cable from the back of the tape backup unit.
- 10** Remove the tape backup unit from the system.
- 11** If you are not replacing the tape backup unit, insert the filler plate over the empty drive slot. If you are replacing the tape backup unit, see "Installing an Internal SCSI Tape Backup Unit" on page 68.
- 12** Replace the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 13** Replace the fans into the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 14** If applicable, reconnect the cables to the SAS RAID controller daughter card or SCSI controller card. See "Installing the SAS RAID Controller Daughter Card" on page 95.
- 15** Close the system. See "Closing the System" on page 48.
- 16** Replace the bezel, if removed. See "Installing the Bezel" on page 47.

Figure 3-15. Installing and Removing the Half-Height Tape Backup Unit or Optical Drive



Installing an Internal SCSI Tape Backup Unit

This subsection describes how to configure and install an internal SCSI tape backup unit.

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Remove the front bezel, if attached. See "Removing the Bezel" on page 46.
- 3 Open the system. See "Opening the System" on page 48.

- 4** If applicable, disconnect the cables from the SAS RAID controller daughter card or expansion card and pull the cables out of the way of the center fans. See "Removing the SAS RAID Controller Daughter Card" on page 93.
- 5** Remove the fans from the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 6** Remove the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 7** Unpack the tape drive (and controller card, if applicable) and configure the tape drive according to the documentation that came with the tape drive, based on the following guidelines:

- a** Each device attached to a SCSI host adapter must have a unique SCSI ID number. (Narrow SCSI devices use IDs 0 to 7; wide SCSI devices use IDs from 0 to 15). Set the drive's SCSI ID to avoid conflicts with other devices on the SCSI bus. For the default SCSI ID setting, see the documentation provided with the drive.

 **NOTE:** There is no requirement that SCSI ID numbers be assigned sequentially or that devices be attached to the cable in order by ID number.

- b** SCSI logic requires that the two devices at opposite ends of a SCSI chain be terminated and that all devices in between be unterminated. Therefore, you enable the tape drive's termination if it is the last device in a chain of devices (or sole device) connected to the SCSI controller.

- 8** If a controller card was included in the drive kit, install the card now. See "Installing an Expansion Card" on page 57.
- 9** Remove the filler plate from the tape backup unit bay, if applicable:
 - a** Push the spring latch at the top of the peripheral bay to the right, and pry the top end of the filler plate away from the system.
 - b** Draw the filler plate upward and out of the system.
- 10** If the mounting screws are not attached to the drive, install them now.
- 11** Insert the new tape drive three-quarters of the way into the drive slot on the peripheral bay, with the mounting screws entering the bay slide slots.
- 12** Connect the SCSI interface cable in the drive kit to the drive. See Figure 3-15.
- 13** Replace the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 14** Connect the SCSI interface cable to the SCSI connector on the optional SCSI controller card.
- 15** Connect the power cable to the power connector on the drive.
- 16** Push the tape drive the rest of the way into the bay until the spring latch engages.
- 17** Replace the fans into the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 18** If applicable, reconnect the cables to the SAS RAID controller daughter card or expansion card. See "Installing the SAS RAID Controller Daughter Card" on page 95.
- 19** Close the system. See "Closing the System" on page 48.
- 20** Replace the front bezel, if removed. See "Installing the Bezel" on page 47.
- 21** Reconnect the system and peripherals to their electrical outlets, and turn them on.

- 22** Finish configuring the SCSI tape backup unit according to the documentation you received with the device.
- 23** Perform a tape backup and verification test with the drive as instructed in the software documentation that came with the drive.

Optical Drive

Removing an Optical Drive

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1** Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2** Remove the front bezel, if attached. See "Removing the Bezel" on page 46.
- 3** Open the system. See "Opening the System" on page 48.
- 4** If applicable, disconnect the cables from the SAS controller card (see Figure 3-13) or SAS RAID controller daughter card (Figure 3-14) and pull the cables out of the way of the center fans.
- 5** Disconnect the tape backup SCSI cable from the optional SCSI controller card and pull the cable out of the way of the center fans. See Figure 3-15.
- 6** Remove the fans from the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 7** Remove the center fan bracket. See "Removing the Center Fan Bracket" on page 79.
- 8** Push the spring latch at the top of the peripheral bay to the right and partially extend the optical drive out of the bay. See Figure 3-15.
- 9** Remove the ribbon cable and the power cable from the back of the optical drive.
- 10** Remove the optical drive from the bay.
- 11** Replace the optical drive or insert the filler plate over the empty drive slot.
- 12** Replace the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 13** Replace the fans into the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 14** If applicable, reconnect the cables to the SAS controller card (see Figure 3-13) or SAS RAID controller daughter card (Figure 3-14).
- 15** Close the system. See "Closing the System" on page 48.
- 16** Replace the front bezel, if removed. See "Installing the Bezel" on page 47.
- 17** Reconnect the system and peripherals to their electrical outlets.

Installing an Optical Drive

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Remove the front bezel, if attached. See "Removing the Bezel" on page 46.
- 3 Open the system. See "Opening the System" on page 48.
- 4 Remove the filler plate from the drive slot on the peripheral bay, if applicable:
 - a Push the spring latch at the top of the peripheral bay to the right, and then pry the top end of the filler plate away from the system.
 - b Draw the filler plate upward and out of the system.
- 5 If applicable, disconnect the cables from the SAS controller card (see Figure 3-13) or SAS RAID controller daughter card (see Figure 3-14) and pull the cables out of the way of the center fans.
- 6 Remove the fans from the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 7 Remove the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 8 If the mounting screws are not attached to the drive, install them now.
- 9 Insert the new optical drive three-quarters of the way into the drive slot on the peripheral bay, with the mounting screws entering the bay slide slots. See Figure 3-15.
- 10 Attach one end of the ribbon cable to the IDE connector on the system board (see Figure 6-2) and the other end to the connector on the rear of the optical drive.
- 11 Attach power cable P5 from the power supply to the CD power connect or on the rear of the optical drive.
- 12 Push the optical drive the rest of the way into the bay until the spring latch engages.
- 13 Replace the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 14 Replace the fans into the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 15 If applicable, reconnect the tape backup SCSI cable to the optional SCSI controller card. See Figure 3-15.
- 16 If applicable, reconnect the cables to the SAS controller card (see Figure 3-13) or the SAS RAID controller daughter card (see Figure 3-14).
- 17 Close the system. See "Closing the System" on page 48.
- 18 Replace the front bezel, if removed. See "Installing the Bezel" on page 47.
- 19 Reconnect the system and peripherals to their electrical outlets.

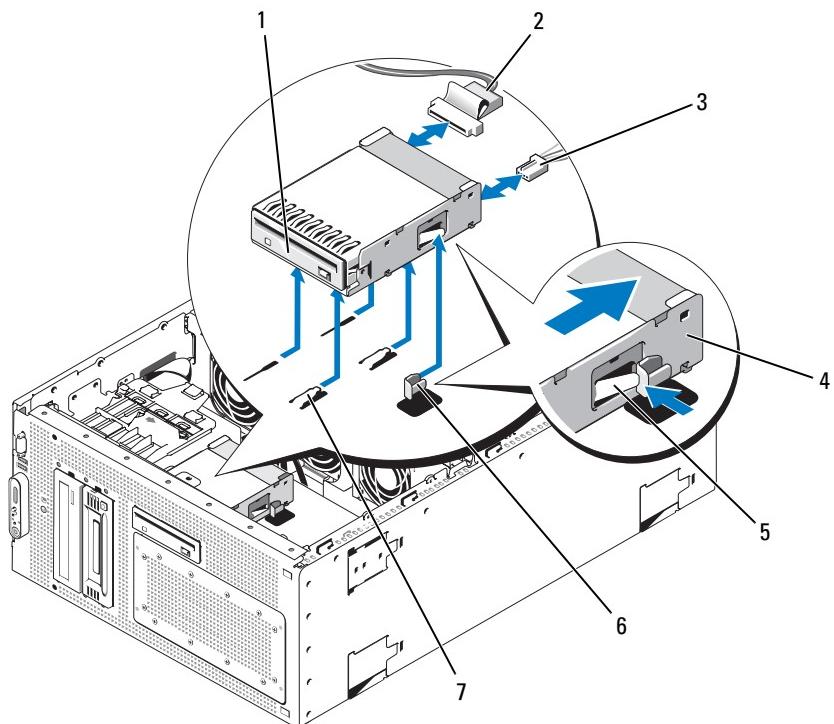
Diskette Drive

Removing the Diskette Drive

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Remove the front bezel, if attached. See "Removing the Bezel" on page 46.
- 3 Open the system. See "Opening the System" on page 48.
- 4 Disconnect the power cable and ribbon cable from the back of the diskette drive.
- 5 Release the diskette drive carrier from the top of the peripheral bay.
 - a Push inward on the plastic tab on the side of the carrier until the tab clears the metal stop.
 - b Slide the carrier back and lift out of the chassis. See Figure 3-16.

Figure 3-16. Installing and Removing the Diskette Drive

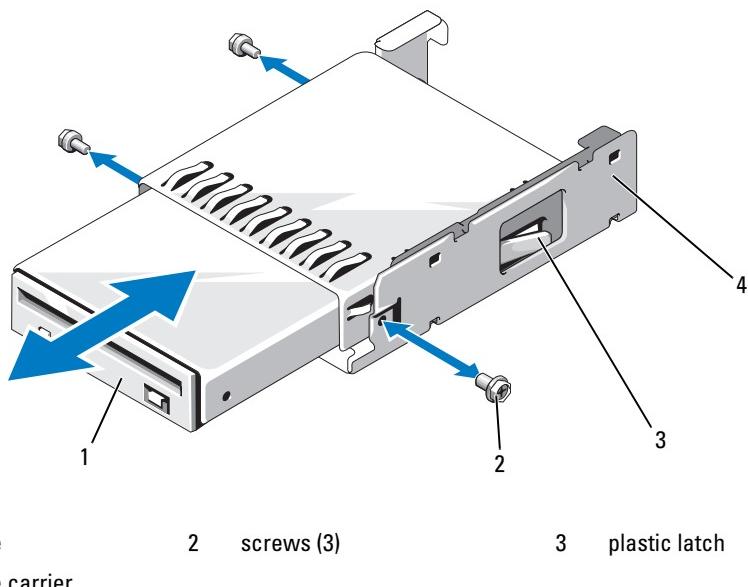


- | | | | | | |
|---|------------------------|---|-----------------------------|---|----------------------------|
| 1 | diskette drive | 2 | diskette drive ribbon cable | 3 | diskette drive power cable |
| 4 | diskette drive carrier | 5 | release tab | 6 | metal stop |
| 7 | drive bay tabs | | | | |

Installing the Diskette Drive Into the Drive Carrier

Place the diskette drive into the drive carrier with the connectors toward the back, align the screw holes, and secure with the three Phillips screws. See Figure 3-17.

Figure 3-17. Installing the Diskette Drive Into the Drive Carrier



Installing the Diskette Drive

CAUTION: Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Remove the front bezel, if attached. See "Removing the Bezel" on page 46.
- 3 Open the system. See "Opening the System" on page 48.
- 4 If a diskette drive ribbon cable is already connected to your system board, skip to the next step. Otherwise, do the following:
 - a If applicable, disconnect the cables from the SAS controller card (see Figure 3-13) or the SAS RAID controller daughter card (see Figure 3-14) and pull the cables out of the way of the center fans.
 - b Remove the fans from the center fan bracket. See "Removing and Installing a Fan" on page 53.
 - c Remove the center fan bracket. See "Removing the Center Fan Bracket" on page 79.

- 5** To remove the diskette drive filler plate, pull the retention spring slightly away from the filler plate, then lift the filler plate from the carrier.
- 6** Install the diskette drive carrier into the system:
 - a** Align the slots on the bottom of the diskette drive carrier with the drive bay tabs on top of the peripheral bay and lower the carrier onto the tabs.
 - b** Push the carrier toward the system front plate until the plastic latch on the carrier locks into position.
- 7** Attach one end of the ribbon cable to the floppy connector (FLOPPY) on the system board (Figure 6-2) and the other end to the connector on the rear of the diskette drive.
- 8** Attach power cable P4 from the power supply to the power connector on the rear of the diskette drive.
- 9** If applicable, replace the components you removed in step 4:
 - a** Replace the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
 - b** Replace the fans into the center fan bracket. See "Removing and Installing a Fan" on page 53
 - c** If applicable, reconnect the cables to the SAS controller card (see Figure 3-13) or the SAS RAID controller daughter card (see Figure 3-14).
- 10** Close the system. See "Closing the System" on page 48.
- 11** Replace the front bezel, if removed. See "Installing the Bezel" on page 47.
- 12** Reconnect the system and peripherals to their electrical outlets.

System Battery

Replacing the System Battery

⚠ CAUTION: Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

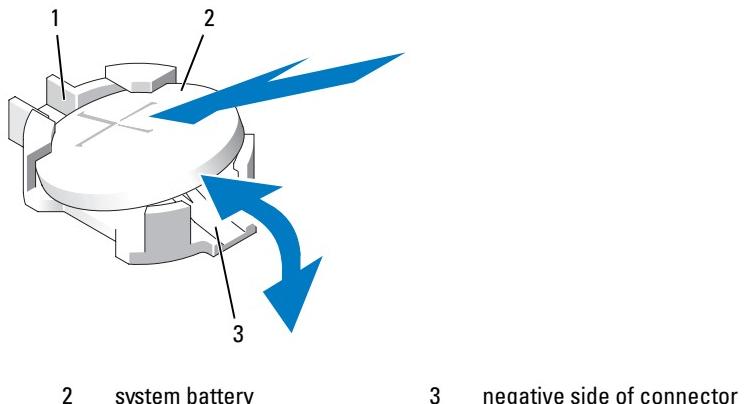
- 1** Enter the System Setup program and record the option settings on the System Setup screens. See "Using the System Setup Program" on page 33.
- 2** Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 3** Open the system. See "Opening the System" on page 48.
- 4** See Figure 6-2 for the location of the system battery and then, starting with PCI slot 6, remove as many expansion cards as you need to create enough room in the expansion bay to work with the system battery. See "Removing an Expansion Card" on page 58.

5 Remove the system battery.

► **NOTICE:** To avoid damage to the battery connector, you must firmly support the connector while installing or removing a battery.

- a** Support the battery connector by pressing down firmly on the positive side of the connector. See Figure 3-18.
- b** While supporting the battery connector, push the battery toward the positive side of the connector and pry it up out of the securing tabs at the negative side of the connector.

Figure 3-18. Replacing the System Battery



1 positive side of connector 2 system battery 3 negative side of connector

6 Install the new system battery (see Figure 3-18):

- a** Support the battery connector by pressing down firmly on the positive side of the connector.
- b** Hold the battery with the "+" facing up, and slide it under the securing tabs at the positive side of the connector.
- c** Press the battery straight down into the connector until it snaps into place.

7 Replace all the expansion cards you removed in step 4. See "Installing an Expansion Card" on page 57.

8 Close the system. See "Closing the System" on page 48.

9 Reconnect the system to the electrical outlet and turn on the system and attached peripherals.

10 Enter the System Setup program to confirm that the battery operates properly.

11 From the main screen, select **System Time** to enter the correct time and date.

12 Re-enter any system configuration information that is no longer displayed on the System Setup screens, and then exit the System Setup program.

13 To test the newly installed battery, see "Troubleshooting the System Battery" on page 108.

Cooling Shroud

The cooling shroud produces and directs airflow over the system memory modules with an attached hot-plug fan. The fan need not be removed prior to removing the shroud.

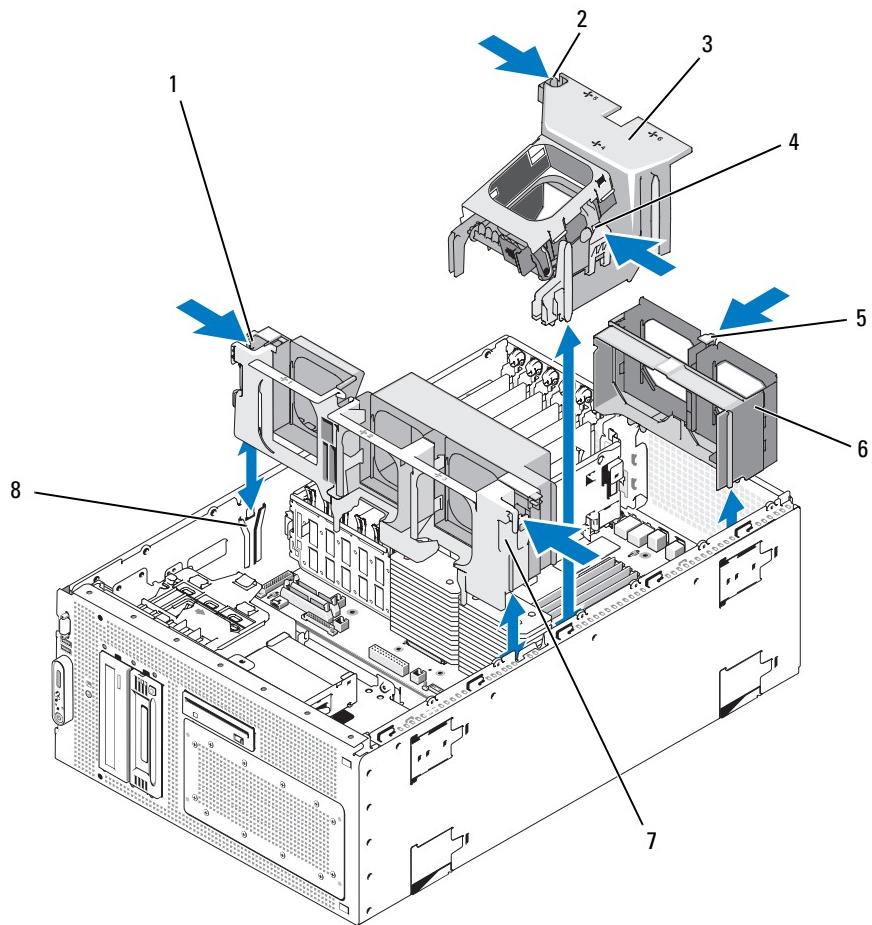
Removing the Cooling Shroud

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 ➤ **NOTICE:** Never remove the memory cooling shroud without first powering down the system. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.
- 3 Open the system. See "Opening the System" on page 48.
- 4 To remove the cooling shroud, release the blue latches on the shroud by pulling each latch outward from its securing tab. See Figure 3-19.
- 5 Lift the shroud straight up to disengage the fan connector from the system board, and then lift the shroud out of the system. See Figure 3-19.

! **CAUTION:** The DIMMs are hot to the touch for some time after the system has been powered down. Allow time for the DIMMs to cool before handling them. Handle the DIMMs by the card edges and avoid touching the DIMM components.

Figure 3-19. Installing and Removing the Fan Brackets and Cooling Shroud



- | | | | | | |
|---|--------------------------------------|---|--------------------------------|---|------------------|
| 1 | center fan bracket release latch (2) | 2 | cooling shroud latch (left) | 3 | cooling shroud |
| 4 | cooling shroud latch (right) | 5 | back fan bracket release latch | 6 | back fan bracket |
| 7 | center fan bracket | 8 | chassis slot | | |

Installing the Cooling Shroud

To install the cooling shroud, align the rails on the right side of the shroud with the tracks on the right chassis wall and then slowly lower the shroud straight down into the system until the fan connector engages and the latches snap into place. See Figure 3-19.

- **NOTICE:** Never operate your system with the memory cooling shroud removed. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.

Fan Brackets

Removing the Center Fan Bracket

⚠ **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 48.
- 3 If applicable, disconnect the cables from the SAS RAID controller daughter card or expansion card on the expansion-bay bracket and pull the cables out of the way of the center fans. See "Removing the SAS RAID Controller Daughter Card" on page 93.
- 4 Remove the fans from the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 5 To release the fan bracket, use your index fingers and push inward on the blue latches on each end of the center fan bracket. Then slide the bracket straight up and out of the system. See Figure 3-19. If the bracket does not disengage completely, push down slightly on the bracket when releasing the latches.

Replacing the Center Fan Bracket

- 1 Align the rails on each end of the fan bracket with the guide rails on the chassis walls and lower the bracket down into the system until the latches engage.
- 2 Replace the fans into the fan bracket. See "Removing and Installing a Fan" on page 53.
- 3 If applicable, reconnect the cables to the SAS RAID controller daughter card or expansion card. See "Installing the SAS RAID Controller Daughter Card" on page 95.
- 4 Close the system. See "Closing the System" on page 48.
- 5 Reconnect the system to the electrical outlet and turn on the system and attached peripherals.

Removing the Back Fan Bracket

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 48.
- 3 Remove the memory cooling shroud. See "Removing the Cooling Shroud" on page 77.
- 4 Remove the fans from the back fan bracket. See "Removing and Installing a Fan" on page 53.
- 5 To remove the back fan bracket, push down on the blue latch along the rear chassis wall and slide the bracket upwards. See Figure 3-19.

Replacing the Back Fan Bracket

- 1 Slide the left and right edges of the bracket into the two corresponding channels on the inside of the system chassis back panel. See Figure 3-19.
- 2 Lower the bracket into the system until the two tabs on the top edge of the bracket fit into the slots in the system back panel.
- 3 Replace the memory cooling shroud. See "Installing the Cooling Shroud" on page 79.
- NOTICE:** Never operate your system with the memory cooling shroud removed. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.
- 4 Replace the fans into the fan bracket. See "Removing and Installing a Fan" on page 53.
- 5 Close the system. See "Closing the System" on page 48.
- 6 Reconnect the system to the electrical outlet and turn on the system and attached peripherals.

Memory

You can upgrade your system memory to a maximum of 16 GB by installing 533MHz or, when available, 667MHz fully buffered DIMMs (FBDs) in dual sets of 256-MB, 512-MB, 1-GB, or 2-GB. The memory sockets are located on the system board beneath the cooling shroud. See Figure 6-2.

➤ NOTICE: If you remove your original memory modules from the system during a memory upgrade, keep them separate from any new memory modules that you may have. Use only 533 MHz or, when available, 667 MHz FBDs.

The memory module sockets are arranged on the system board in two equal branches (0 and 1). See Figure 3-20. Each branch consists of two channels:

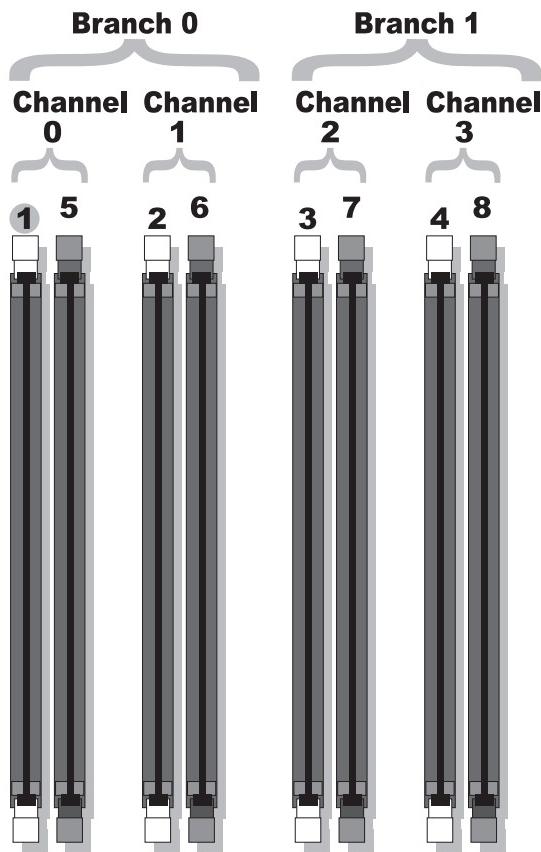
- Channel 0 and channel 1 are in branch 0.
- Channel 2 and channel 3 are in branch 1.

Each channel consists of two DIMM sockets:

- Channel 0 contains DIMM_1, DIMM_5.
- Channel 1 contains DIMM_2, DIMM_6.
- Channel 2 contains DIMM_3, DIMM_7.
- Channel 3 contains DIMM_4, DIMM_8.

The first DIMM socket of each channel has white release tabs.

Figure 3-20. DIMM Sockets



General Memory Module Installation Guidelines

To ensure optimal performance of your system, observe the following guidelines when configuring your system memory.

- Use only qualified FBDs. FBDs can be either single-ranked or dual-ranked. FBDs marked with a 1R are single-ranked and modules marked with a 2R are dual-ranked.
- A minimum of two identical FBDs must be installed.
- DIMM sockets must be populated by lowest number first.
- FBDs must be installed in pairs of matched memory size, speed, and technology, and the total number of FBDs in the configuration must total two, four, or eight. For best system performance, all FBDs should be identical memory size, speed, and technology.
- Memory sparing and memory mirroring require eight FBDs, and all FBDs must be of identical memory size, speed, and technology.
- Memory sparing and memory mirroring cannot be implemented at the same time.

Non-Optimal Memory Configurations

System performance can be affected if your memory configuration does not conform to the preceding installation guidelines. Your system may issue a warning message during startup stating that your memory configuration is non-optimal.

Memory Sparing Support

The system supports memory sparing if eight identical memory modules are installed in the system. The memory sparing feature must be enabled in the System Setup program and can be used only if memory mirroring is not enabled.

Memory sparing allocates four ranks of DIMM memory to the spare bank of memory sparing. These four ranks consist of the first rank of memory in DIMM sockets 1 through 4. For single-rank DIMMs, the entire capacity of the four DIMMs is allocated to sparing whereas for dual-rank DIMMs, only half of the four-DIMM capacity is allocated to sparing. Table 3-7 shows how memory sparing splits the available and spared memory in each of the single- and dual-ranked memory module combinations.

Table 3-7. Memory Sparing Configurations

| DIMMs | Size/Type | Total Memory | Available | Spare |
|--------------|--------------------|---------------------|------------------|--------------|
| 8 | 256-MB single-rank | 2 GB | 1 GB | 1 GB |
| | 512-MB single-rank | 4 GB | 2 GB | 2 GB |
| | 1-GB single-rank | 8 GB | 4 GB | 4 GB |
| | 2-GB single-rank | 16 GB | 8 GB | 8 GB |
| | 2-GB dual-rank | 16 GB | 12 GB | 4 GB |

Memory Mirroring Support

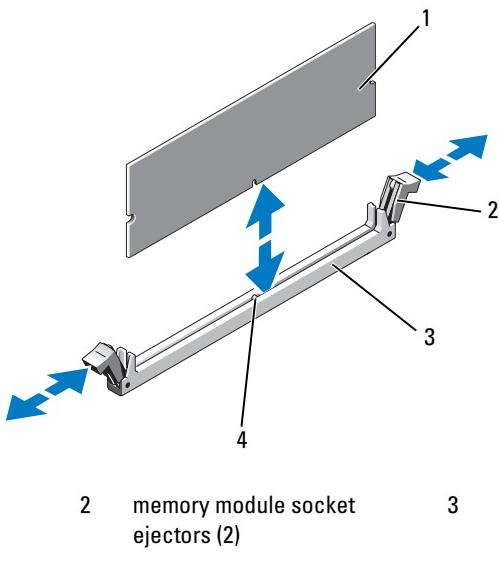
The system supports memory mirroring if eight identical memory modules are installed in the system. Mirroring must be enabled in the System Setup program and can be used only if memory sparing is not enabled. In a mirrored configuration, the total available system memory is one-half of the total installed memory.

Installing Memory Modules

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
 - 2 Open the system. See "Opening the System" on page 48.
 - 3 Remove the memory cooling shroud. See "Removing the Cooling Shroud" on page 77.
- **NOTICE:** Never remove the memory cooling shroud without first powering down the system. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.
- 4 Locate the memory module sockets on the system board. See Figure 6-2.
- !** **CAUTION:** The DIMMs are hot to the touch for some time after the system has been powered down. Allow time for the DIMMs to cool before handling them. Handle the DIMMs by the card edges and avoid touching the DIMM components.
- 5 Press the ejectors on the memory module socket down and out, as shown in Figure 3-21, to allow the memory module to be inserted into the socket.

Figure 3-21. Installing and Removing a Memory Module



1 memory module

2 memory module socket
ejectors (2)

3 socket

4 alignment key

- 6 Align the memory module's edge connector with the alignment key on the memory module socket, and insert the memory module in the socket.

NOTE: The memory module socket has an alignment key that allows you to install the memory module in the socket in only one way.

- 7 Press down on the memory module with your thumbs while pulling up on the ejectors with your index fingers to lock the memory module into the socket.

When the memory module is properly seated in the socket, the ejectors on the memory module socket align with the ejectors on the other sockets that have memory modules installed.

- 8 Repeat step 3 through step 7 of this procedure to install the remaining memory modules.

- 9 Replace the memory cooling shroud. See "Removing and Installing the Cooling Shroud Fan" on page 54.

NOTICE: Never operate your system with the memory cooling shroud removed. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.

- 10 Close the system. See "Closing the System" on page 48.

- 11 Reconnect the system and peripherals to power and turn them on.

- 12 (Optional) Press <F2> to enter the System Setup program, and check the System Memory setting on the main System Setup screen.

The system should have already changed the value to reflect the newly installed memory.

- 13** If the value is incorrect, one or more of the memory modules may not be installed properly. Repeat step 2 through step 12 of this procedure, checking to ensure that the memory modules are firmly seated in their sockets.
- 14** Run the system memory test in the system diagnostics. See "Running the System Diagnostics" on page 121.

Removing Memory Modules

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1** Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2** Open the system. See "Opening the System" on page 48.
- 3** Remove the memory cooling shroud. See "Removing the Cooling Shroud" on page 77.
-  **NOTICE:** Never remove the memory cooling shroud without first powering down the system. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.
- 4** Locate the memory module sockets on the system board. See Figure 6-2.
-  **CAUTION:** The DIMMs are hot to the touch for some time after the system has been powered down. Allow time for the DIMMs to cool before handling them. Handle the DIMMs by the card edges and avoid touching the DIMM components.
- 5** Press down and out on the ejectors on each end of the socket until the memory module pops out of the socket. See Figure 3-21.
- 6** Replace the memory cooling shroud. See "Removing and Installing the Cooling Shroud Fan" on page 54.
-  **NOTICE:** Never operate your system with the memory cooling shroud removed. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.
- 7** Close the system. See "Closing the System" on page 48.
- 8** Connect the power cable to the power supply and the power outlet.

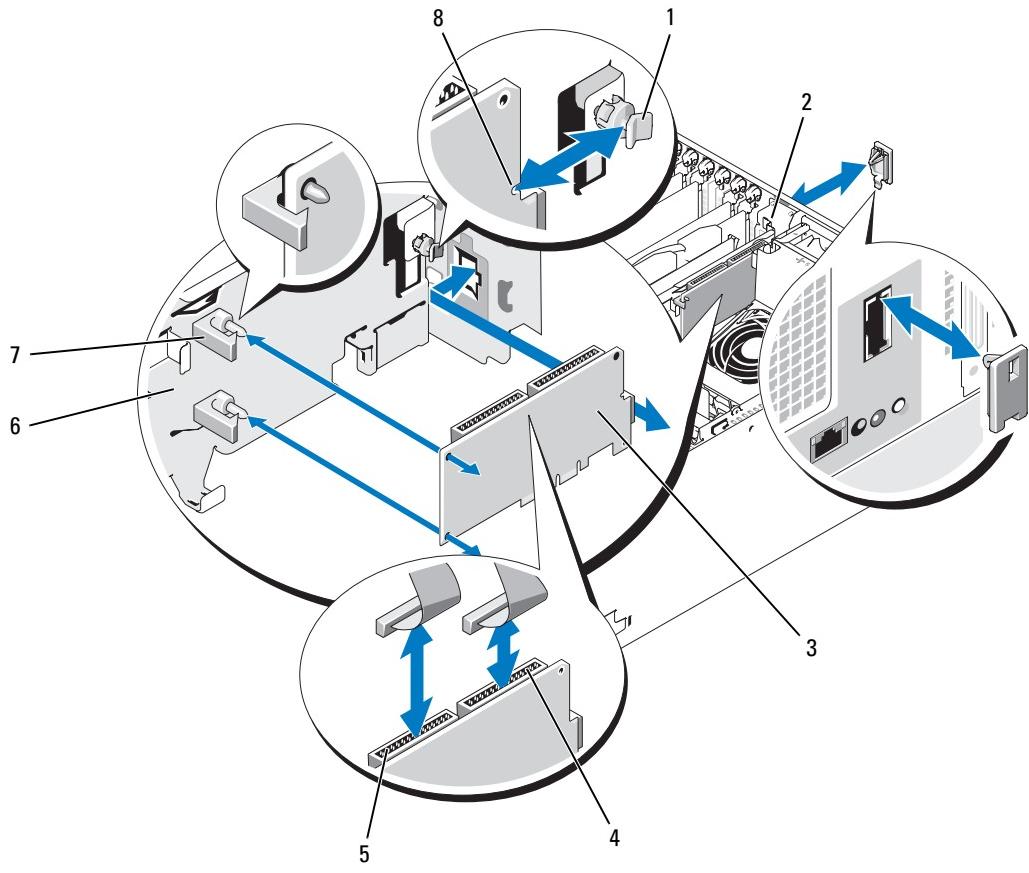
Installing a RAC Card

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1** Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 2** Open the system. See "Opening the System" on page 48.

- 3** Remove the cooling shroud. See "Removing and Installing the Cooling Shroud Fan" on page 54.
- 4** Remove the filler plug from the system back panel. See Figure 3-22.

Figure 3-22. Installing a RAC Card



| | | | | | |
|---|------------------------------------|---|----------------------|---|-----------------------|
| 1 | back standoff | 2 | NIC connector cutout | 3 | RAC card |
| 4 | RAC connector 2 | 5 | RAC connector 1 | 6 | expansion-bay bracket |
| 7 | standoffs with card-edge clips (2) | 8 | notch in card edge | | |

- 5** Angle the RAC card so that its NIC connector inserts through the back-panel RAC card opening. See Figure 3-22.

- 6** Attach the card to the expansion-bay bracket:
 - a** Position the RAC card on the expansion-bay bracket so that the plastic standoff at the back of the bracket inserts into the notch on the edge of the RAC card.
 - b** Carefully press the back end of the card onto the two plastic standoffs until the clips on the standoffs snap over the card edges. See Figure 3-22.
 - 7** Attach the ribbon cables to the RAC card connectors (see Figure 3-22) and to the RAC connectors on the system board (see Figure 6-2):
- **NOTICE:** Be careful when attaching cables to the system board that you do not damage the surrounding system board components. Be particularly careful that you do not push or bend the system capacitors near the connectors.
- a** Connect one cable to connector 1 on the RAC card and to RAC_CONN1 on the system board.
 - b** Connect the second cable to connector 2 on the RAC card and to RAC_CONN2 on the system board.
- 8** Reinstall the cooling shroud. See "Installing the Cooling Shroud" on page 79.
 - **NOTICE:** Never operate your system with the memory cooling shroud removed. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.
 - 9** Close the system. See "Closing the System" on page 48.
 - 10** Reconnect the system to the electrical outlet and turn on the system and attached peripherals.
 - 11** Enter the System Setup program and verify that the setting for the RAC card has changed to reflect the presence of the card. See "Using the System Setup Program" on page 33.

See the RAC card documentation for information on configuring and using the RAC card.

Activating the Integrated NIC TOE

To add TCP/IP Offload Engine (TOE) functionality to the system's integrated NIC, install the TOE NIC hardware key in the TOE_KEY socket on the system board (see Figure 6-2). For TOE software installation instructions, refer to the documentation that came with your TOE NIC hardware key.

Microprocessor

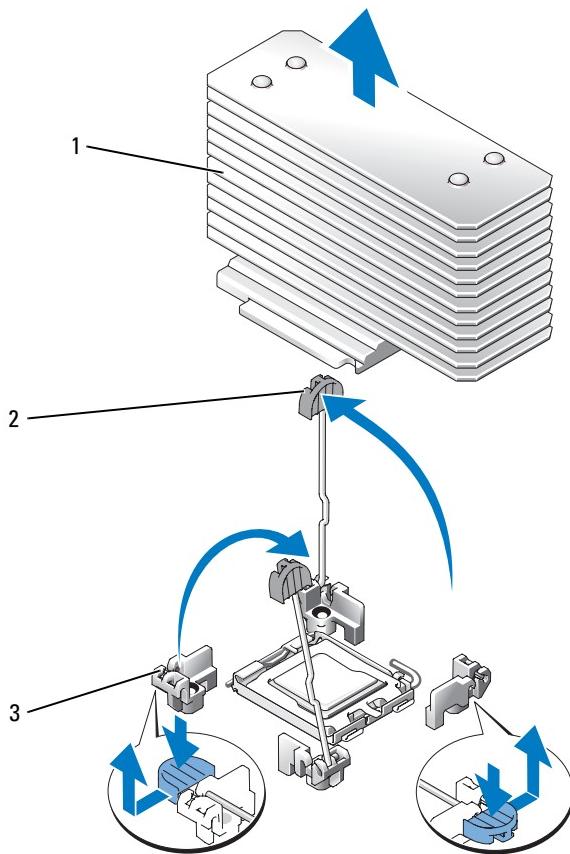
You can upgrade the system processor(s) to take advantage of future options in speed and functionality, or add a second processor. Each processor and its associated internal cache memory are contained in a land grid array (LGA) package that is installed in a ZIF socket on the system board.

Replacing a Processor

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Prior to upgrading your system, download the latest system BIOS version on support.dell.com.
 - 2 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
 - 3 Open the system. See "Opening the System" on page 48.
 - 4 Remove the fans from the center fan bracket. See "Removing and Installing a Fan" on page 53.
 - 5 Remove the center fan bracket. See "Removing the Center Fan Bracket" on page 79.
- **NOTICE:** When you remove the heat sink, the possibility exists that the processor might adhere to the heat sink and be removed from the socket. It is recommended that you remove the heat sink while the processor is still warm.
- **NOTICE:** Never remove the heat sink from a processor unless you intend to remove the processor. The heat sink is necessary to maintain proper thermal conditions.
- 6 Press the blue tab on the end of one of the heat-sink retention levers to disengage the lever, then lift the lever 90 degrees. See Figure 3-23.

Figure 3-23. Installing and Removing the Heat Sink



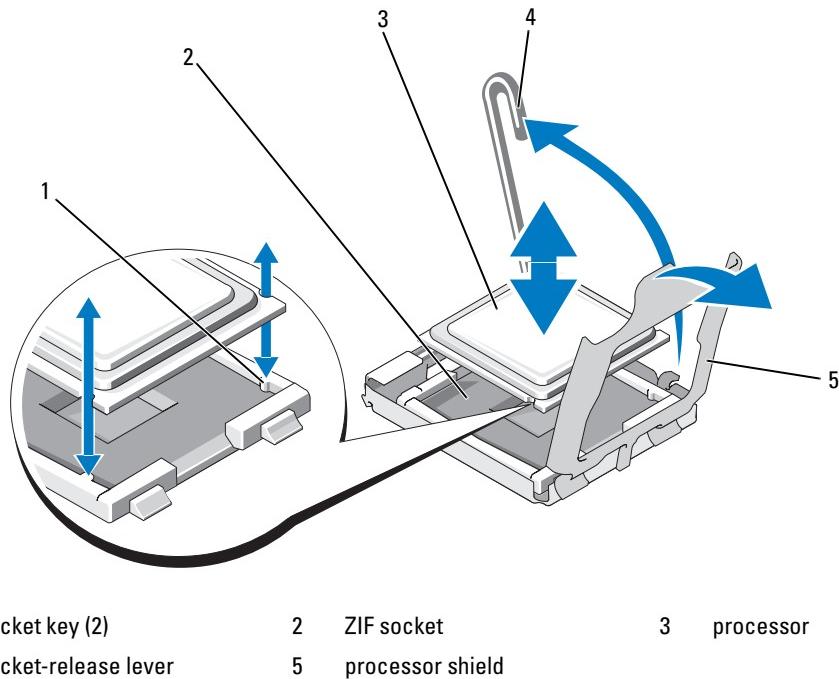
1 heat sink

2 heat-sink retention lever (2)

3 retention lever latch

- 7 Wait 30 seconds for the heat sink to loosen from the processor.
- 8 Open the other heat sink retention lever.
- 9 If the heat sink has not separated from the processor, carefully rotate the heat sink in a clockwise, then counterclockwise, direction until it releases from the processor. Do not pry the heat sink off of the processor.
- 10 Lift the heat sink off of the processor and set the heat sink aside.
- 11 Pull the socket-release lever 90 degrees upward until the processor is released from the socket. See Figure 3-24.
- 12 Rotate the processor shield upward and out of the way.

Figure 3-24. Installing and Removing a Processor



- 13 Lift the processor out of the socket and leave the release lever up so that the socket is ready for the new processor.
- 14 ➤ **NOTICE:** Be careful not to bend any of the pins on the ZIF socket when removing the processor. Bending the pins can permanently damage the system board.
- 15 Unpack the new processor.
- 16 Align the processor with the socket keys on the ZIF socket. See Figure 3-24.
- 17 ➤ **NOTICE:** Positioning the processor incorrectly can permanently damage the system board or the processor when you turn it on. When placing the processor in the socket, be careful not to bend the pins in the socket.
 - a If the release lever on the processor socket is not positioned all the way up, move it to that position.
 - b With the processor and the socket keys aligned, set the processor lightly in the socket, making sure all pins are matched with the correct holes in the socket.

 **NOTICE:** Do not use force to seat the processor. When the processor is positioned correctly, it engages easily into the socket.

- c When the processor is fully seated in the socket, rotate the socket release lever back down until it snaps into place, securing the processor. See Figure 3-24.
 - d Close the processor cover. See Figure 3-24.
- 17** Install the heat sink.
- a Using a clean lint-free cloth, remove the existing thermal grease from the heat sink.
-  **NOTE:** If you did not receive a replacement heat sink, use the heat sink that you removed in step 10.
- b Remove the protective sheet from the thermal grease layer on top of the processor. If you receive the processor without the thermal grease pre-applied, open the grease packet included with your processor kit and apply thermal grease evenly to the top of the processor.
 - c Place the heat sink onto the processor. See Figure 3-23.
 - d Close one of the two heat sink retention levers until it locks. See Figure 3-23.
 - e Repeat for the other heat sink retention lever.
- 18** Reinstall the center fan bracket. See "Replacing the Center Fan Bracket" on page 79.
- 19** Reinstall the fans in the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 20** Close the system. See "Closing the System" on page 48.
- 21** Reconnect the system to the electrical outlet and turn on the system and attached peripherals. As the system boots, it detects the presence of the new processor and automatically changes the system configuration information in the System Setup program.
- 22** Press **<F2>** to enter the System Setup program, and check that the processor information matches the new system configuration. See "Using the System Setup Program" on page 33 for instructions about using the System Setup program.
- 23** Run the system diagnostics to verify that the new processor operates correctly. See "Running the System Diagnostics" on page 121 for information about running the diagnostics and troubleshooting processor problems.

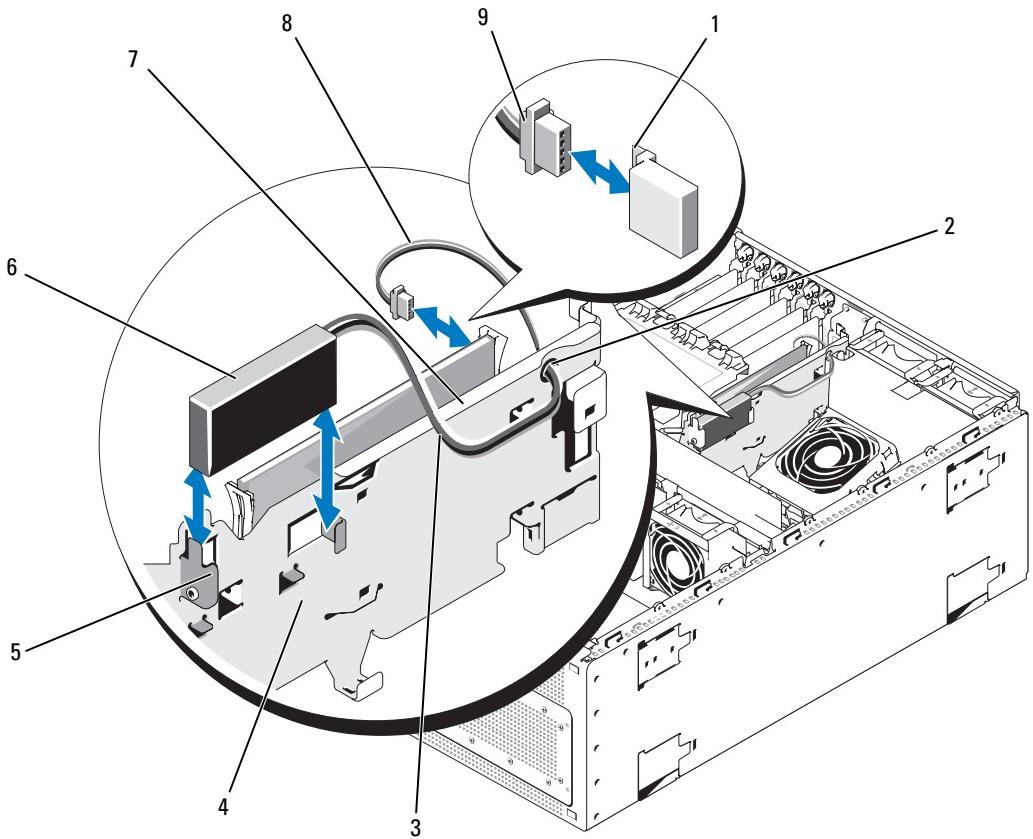
SAS RAID Controller Daughter Card

Your system has a dedicated slot (INT STORAGE) for an optional SAS RAID controller daughter card. See Figure 3-8. The optional SAS RAID controller daughter card supports up to six SAS or SATA hard drives and enables you to set up your hard drives in level 0, 1, 5, or 10 RAID configurations. For more information, see the documentation that came with your SAS RAID controller daughter card.

Replacing the SAS RAID Controller Daughter Card Battery

- 1 Disconnect the battery cable from the SAS RAID controller daughter card by releasing the tab on the cable connector on the daughter card and pulling the battery cable free. See Figure 3-25.
- 2 Pull the connector through the routing hole on the expansion-bay bracket and then remove the battery from the expansion-bay bracket by sliding the battery up out of the battery bay. See Figure 3-25.
- 3 Insert the new battery into the battery bay, ensuring that the battery is aligned and fully seated into the slots. See Figure 3-25.
- 4 Route the cable connector through the routing hole and connect the storage card battery cable to the SAS RAID controller daughter card. See Figure 3-25.

Figure 3-25. Replacing a SAS RAID Controller Daughter Card Battery



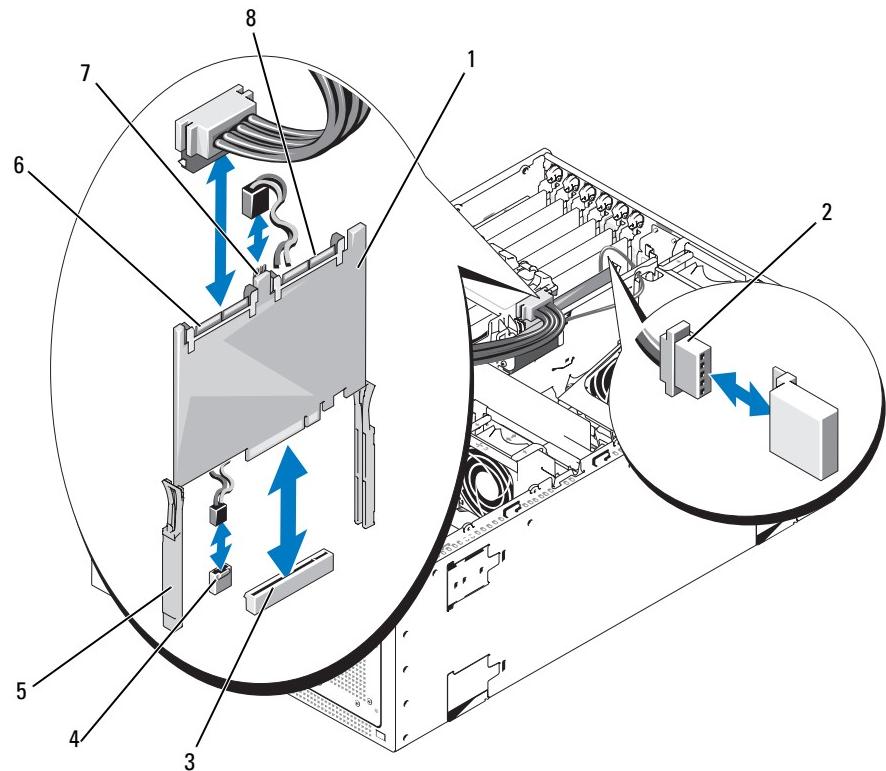
- | | | | | | |
|---|-----------------------------------|---|-------------------------------------|---|---|
| 1 | connector release tab | 2 | routing hole for RAID battery cable | 3 | RAID battery cable |
| 4 | expansion-bay bracket | 5 | battery bay | 6 | RAID battery |
| 7 | SAS RAID controller daughter card | 8 | hard drive LED activity cable | 9 | hard drive LED activity cable connector |

Removing the SAS RAID Controller Daughter Card

- 1 If applicable, disconnect the RAID battery cable from the controller card by releasing the tab on the cable connector on the SAS RAID controller daughter card and disconnecting the battery cable. See Figure 3-26.
- 2 Remove the hard drive LED activity cable from the SAS RAID controller daughter card.
- 3 Push outward on the plastic guide rails and gently pull up on the card edges until the card-edge connector clears the socket on the system board. See Figure 3-26.

To replace the SAS RAID controller daughter card battery, see "Replacing the SAS RAID Controller Daughter Card Battery" on page 92.

Figure 3-26. Installing and Removing the SAS RAID Controller Daughter Card



- | | | | | | |
|---|--|---|------------------------------------|---|---|
| 1 | SAS RAID controller daughter card | 2 | RAID battery cable (SAS RAID only) | 3 | SAS RAID controller daughter card slot socket (INT_STORAGE) |
| 4 | hard drive LED activity indicator system board connector (HD_ACT_CARD) | 5 | slide rails (2) | 6 | SAS RAID connector 0 |
| 7 | hard drive LED activity indicator cable connector | 8 | SAS RAID connector 1 | | |

Installing the SAS RAID Controller Daughter Card

- 1 Hold the SAS RAID controller daughter card by its edges and align the card with the slide rails on the expansion-bay bracket. See Figure 3-26.
- NOTE:** When pushing the SAS RAID controller daughter card into the socket connector, push only on the card edges and not on the DIMM or any part of the DIMM socket on the SAS RAID controller daughter card.
- 2 Insert the card into the slide rails and slide the card down until the card-edge connector seats into the dedicated storage socket (INT STORAGE) on the system board. See Figure 3-8 and Figure 3-26.
- 3 Connect the battery cable to the battery cable connector on the SAS RAID controller daughter card. See Figure 3-25.
- 4 Connect the hard drive LED activity indicator cable to the SAS RAID controller daughter card and to the system board connector (HD_ACT_CARD). See Figure 3-26 and Figure 6-2.

If you need to replace the SAS RAID controller daughter card battery, see "Replacing the SAS RAID Controller Daughter Card Battery" on page 92.

Configuring the Boot Drive

By default, the system boots from drive 0. The order of boot devices is specified in the System Setup program. See "Using the System Setup Program" on page 33.

Control Panel Assembly (Service-Only Procedure)

Removing the Control Panel Assembly

CAUTION: Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Remove the front bezel, if attached. See "Removing the Bezel" on page 46.
- 2 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet and peripherals.
- 3 Open the system. See "Opening the System" on page 48.
- 4 Remove the system top panel:
 - a Remove the screw on the top back of the system that secures the system top panel.
 - b Slide the panel back until it clears the chassis hooks and lift up to remove the panel.
- 5 Disconnect the display module cable from the control panel board. See Figure 3-27.
- 6 Remove the three screws that secure the control panel board to the system chassis and remove the board. See Figure 3-27.

7 Disconnect the control panel cable from the back of the control panel. See Figure 3-27.

NOTICE: Do not pull on the cable to unseat the connector. Doing so can damage the cable.

a Squeeze the metal tabs on the ends of the cable connector.

b Gently work the connector out of the socket.

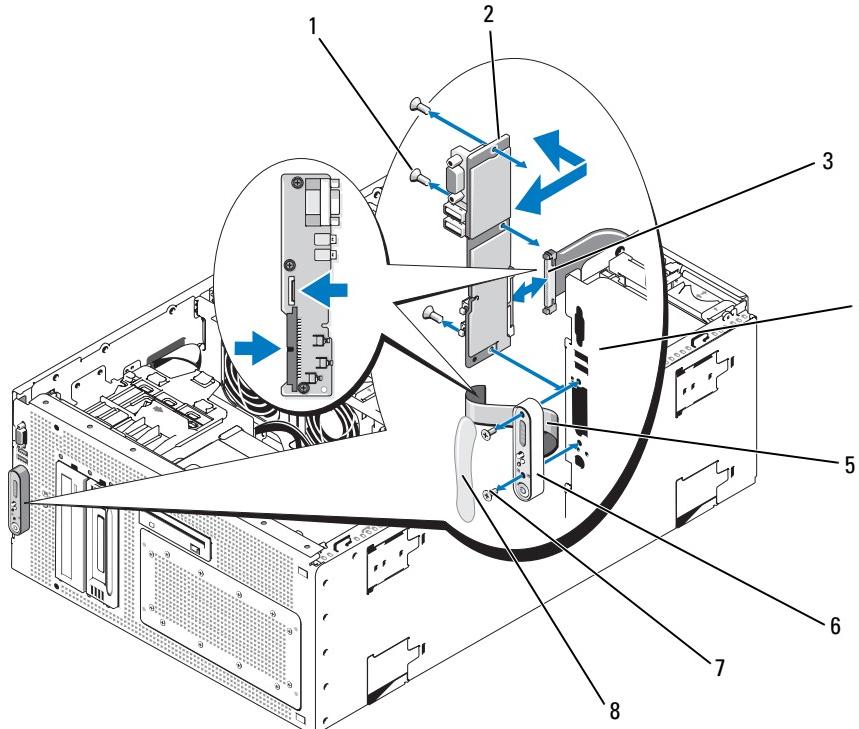
8 Remove the display module:

a Insert the end of a paper clip into the hole on the right side of the display module and gently pry the label off.

b Using a T10 Torx driver, remove the two screws that secure the display module to the system chassis.

c Remove the display module from the chassis cutout.

Figure 3-27. Removing the Control Panel Assembly



1 screws (3)

4 system chassis

7 display module screws (2)

2 control panel board

5 display module cable

8 display module label

3 control panel cable

6 display module

Installing the Control Panel Assembly

- 1 Insert the control panel assembly display module into the chassis cutout and secure with the two Torx screws.
- 2 Affix the control panel label to the display module.
- 3 Install the control panel board in the system chassis and secure with the three Phillips screws. See Figure 3-27.
- 4 Connect the display module cable to the control panel board. See Figure 3-27.
- 5 Connect the control panel cable to the control panel board. See Figure 3-27.
- 6 Close the system. See "Closing the System" on page 48.
- 7 If applicable, reinstall the top panel on your tower system:
 - a Place the top panel on top of the system and offset slightly so that the panel can engage the chassis hooks.
 - b Slide the panel forward to closed position.
 - c Install the retaining screw to the top back of the system.
- 8 Reconnect the system to the power source and turn on the system and attached peripherals.
- 9 Replace the front bezel, if removed. See "Installing the Bezel" on page 47.

System Board (Service-Only Procedure)

Removing the System Board

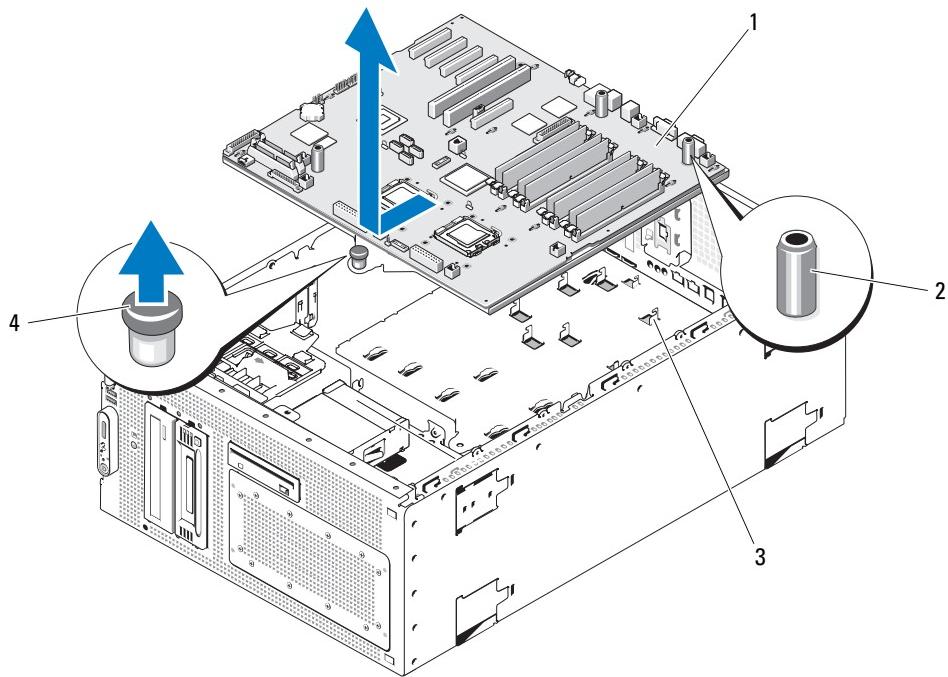
 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

 **CAUTION:** Whenever you need to lift the system, get others to assist you. To avoid injury, do not attempt to lift the system by yourself.

- 1 Remove the front bezel, if attached. See "Removing the Bezel" on page 46.
- 2 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 3 Detach all cables from the front and rear of the system
- 4 Open the system. See "Opening the System" on page 48.
- 5 Disconnect any cables attached to expansion cards in the expansion-bay bracket.
- 6 Remove all of the cooling fans. See "Removing and Installing a Fan" on page 53 and "Removing and Installing the Cooling Shroud Fan" on page 54.
- 7 Remove the memory cooling shroud. See "Removing the Cooling Shroud" on page 77.
- 8 Remove the center and rear fan brackets. See "Removing the Center Fan Bracket" on page 79 and "Removing the Back Fan Bracket" on page 80.

- 9** Remove all expansion cards from the expansion bay. See "Removing an Expansion Card" on page 58.
 - 10** If present, disconnect the SAS RAID controller daughter card from the system board socket connector:
 - a** Push outward on the plastic guide rails and gently pull up on the card edges until the card-edge connector clears the socket.
 - b** Remove the SAS RAID controller daughter card from the expansion-bay bracket and set aside for later reinstallation.
 - 11** If a RAC card is present in the system, disconnect the RAC cables from the system board. Leave the RAC card attached to the expansion-bay bracket.
Squeeze the metal tabs on the ends of the RAC cable connector and gently work the connector out of the socket.
 - 12** Remove the expansion-bay bracket:
 - a** Pull inward on the latch on the left side of the bracket along the system chassis wall while pulling upward on the plunger at the rear of the system.
 - b** Pull the bracket slightly forward to free the bracket from the chassis tabs and lift the bracket up and out of the chassis.
 - 13** Remove the TOE key, if present. See Figure 6-2.
 - 14** Disconnect all cables from the connectors on the front edge of the system board.
- !** **CAUTION: The DIMMs are hot to the touch for some time after the system has been powered down. Allow time for the DIMMs to cool before handling them. Handle the DIMMs by the card edges and avoid touching the DIMM components.**
- 15** Remove the memory modules. See "Removing Memory Modules" on page 85.
 - 16** Remove the processor(s). See "Replacing a Processor" on page 88.
 - 17** To remove the system board:
 - a** Lift up the retention pin and grasp the front end of the system board tray. Slide the system board toward the front of the system disengaging the board from the hooks on the chassis. See Figure 3-28.
 - b** Slide the board toward the back of the system, then tilt the left side of the board upward and use the system board handles to lift the system board out of the system chassis. See Figure 3-28.

Figure 3-28. Removing the System Board



1 system board

2 system board handles (3)

3 chassis hooks

4 retention pin

Installing the System Board

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Unpack the new system board.
- 2 Install the system board.
 - a Hold the system board by its front edge and the system board handles. See Figure 3-28.
 - b Carefully lower the system board into the chassis with the DIMM-socket side of the board tilted down slightly to allow room for the board to clear the chassis wall slides. Ensure that the I/O connectors on the back edge of the board fit underneath the ledge on the inside of the chassis back panel.

When the board is properly positioned, the tabs on the chassis will fit through the corresponding slots in the system board.

- c** Slide the system board tray toward the back of the chassis until the retention pin snaps into place.
 - 3** Reconnect the power cables to connectors PWR1, PWR2, and PWR CTRL on the system board. See Figure 6-2.
 - 4** Reinstall the CPU processor(s). See "Replacing a Processor" on page 88.
 - 5** Reinstall the memory modules. See "Installing Memory Modules" on page 83.
 - 6** Reconnect all cables to the connectors on the front edge of the system board.
 - 7** Reinstall the TOE key, if applicable. See Figure 6-2.
 - 8** Reinstall the expansion-bay bracket:
 - a** Align the expansion-bay bracket with the tabs on the system board and the chassis wall and then carefully push the bracket into the tabs.
 - b** Gently push the bracket toward the back of the chassis until the latch on the left side of the bracket and rear plunger engage.
 - 9** Install all expansion cards. See "Installing an Expansion Card" on page 57.
 - 10** If applicable, reinstall the SAS RAID controller daughter card. See "Installing the SAS RAID Controller Daughter Card" on page 95.
 - 11** If a RAC card is present, attach the cables to the RAC connectors on the system board. See "Installing a RAC Card" on page 85.
 - 12** Reinstall the center and rear fan brackets. See "Replacing the Center Fan Bracket" on page 79 and "Replacing the Back Fan Bracket" on page 80.
 - 13** Install the memory cooling shroud. See "Installing the Cooling Shroud" on page 79.
-  **NOTICE:** Never operate your system with the memory cooling shroud removed. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.
- 14** Install all of the cooling fans. See "Removing and Installing a Fan" on page 53
 - 15** Reconnect all cables to the expansion cards.
 - 16** Close the system. See "Closing the System" on page 48.
 - 17** Reconnect all cables to the front and rear of the system.
 - 18** Reconnect the system to the power source and turn on the system and attached peripherals.
 - 19** Replace the front bezel, if removed. See "Installing the Bezel" on page 47.

Troubleshooting Your System

Safety First—For You and Your System

To perform certain procedures in this document, you must remove the system cover and work inside the system. While working inside the system, do not attempt to service the system except as explained in this guide and elsewhere in your system documentation.

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

Start-Up Routine

Look and listen during the system's start-up routine for the indications described in Table 4-1.

Table 4-1. Start-Up Routine Indications

| Look/listen for: | Action |
|--|--|
| A status or error message displayed on the front-panel LCD. | See "LCD Status Messages" on page 16. |
| An error message displayed on the monitor. | See "System Messages" on page 23. |
| Alert messages from the systems management software. | See the systems management software documentation. |
| The monitor's power indicator. | See "Troubleshooting the Video Subsystem" on page 103. |
| The keyboard indicators. | See "Troubleshooting the Keyboard" on page 103. |
| The USB diskette drive activity indicator. | See "Troubleshooting a USB Device" on page 105. |
| The USB CD drive activity indicator. | See "Troubleshooting a USB Device" on page 105. |
| The diskette drive activity indicator. | See "Troubleshooting a Diskette Drive" on page 112. |
| The CD drive activity indicator. | See "Troubleshooting an Optical Drive" on page 113. |
| The hard-drive activity indicator. | See "Troubleshooting a Hard Drive" on page 115. |
| An unfamiliar constant scraping or grinding sound when you access a drive. | See "Getting Help" on page 131. |

Checking the Equipment

This section provides troubleshooting procedures for external devices attached to the system, such as the monitor, keyboard, or mouse. Before you perform any of the procedures, see "Troubleshooting External Connections" on page 102.

Troubleshooting IRQ Assignment Conflicts

Most PCI devices can share an IRQ with another device, but they cannot use an IRQ simultaneously. To avoid this type of conflict, see the documentation for each PCI device for specific IRQ requirements. Table 4-2 lists the IRQ assignments.

Table 4-2. IRQ Assignment Defaults

| IRQ Line | Assignment |
|----------|---|
| IRQ0 | System timer |
| IRQ1 | Keyboard controller |
| IRQ2 | Interrupt controller 1 to enable IRQ8 through IRQ15 |
| IRQ3 | Serial port 2 (COM2 and COM4) |
| IRQ4 | Serial port 1 (COM1 and COM3) |
| IRQ5 | Remote access controller |
| IRQ6 | Diskette drive controller |
| IRQ7 | Reserved |
| IRQ8 | Real-time clock |
| IRQ9 | ACPI functions (used for power management) |
| IRQ10 | <i>Available</i> |
| IRQ11 | <i>Available</i> |
| IRQ12 | PS/2 mouse port unless the mouse is disabled through the System Setup program |
| IRQ13 | Math coprocessor |
| IRQ14 | IDE CD drive controller |
| IRQ15 | <i>Available</i> |

Troubleshooting External Connections

Loose or improperly connected cables are the most likely source of problems for the system, monitor, and other peripherals (such as a printer, keyboard, mouse, or other external device). Ensure that all external cables are securely attached to the external connectors on your system. See Figure 1-1 for the front-panel connectors and Figure 1-2 for the back-panel connectors on your system.

Troubleshooting the Video Subsystem

Problem

- Monitor is not working properly.
- Video memory is faulty.

Action

- 1 Check the system and power connections to the monitor.
- 2 Determine whether the system has an expansion card with a video output connector.

In this system configuration, the monitor cable should normally be connected to the connector on the expansion card, *not* to the system's integrated video connector.

To verify that the monitor is connected to the correct video connector, turn off the system and wait for 1 minute, then connect the monitor to the other video connector and turn the system on again.

- 3 Determine whether the system has monitors attached to both the front and rear video connectors.
The system supports only one monitor attached to either the front or rear video connector. When a monitor is connected to the front panel, the back-panel video is disabled.
If two monitors are attached to the system, disconnect one monitor. If the problem is not resolved, continue to the next step.
- 4 Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
If the tests run successfully, the problem is not related to video hardware.
If the tests fail, see "Getting Help" on page 131.

Troubleshooting the Keyboard

Problem

- System message indicates a problem with the keyboard
- Keyboard is not functioning properly

Action

- 1 Enter the System Setup program and ensure that the USB ports are enabled. See "Using the System Setup Program" on page 33.
- 2 Examine the keyboard and its cable for signs of damage.
- 3 Swap the faulty keyboard with a working keyboard.
If the problem is resolved, replace the faulty keyboard. See "Getting Help" on page 131.
- 4 Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
If the problem is not resolved, see "Getting Help" on page 131.

Troubleshooting the Mouse

Problem

- System message indicates a problem with the mouse.
- Mouse is not functioning properly.

Action

- 1 Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
If the test fails, continue to the next step.
- 2 Examine the mouse and its cable for signs of damage.
If the mouse is not damaged, go to step 4.
If the mouse is damaged, continue to the next step.
- 3 Swap the faulty mouse with a working mouse.
If the problem is resolved, replace the faulty mouse. See "Getting Help" on page 131.
- 4 Enter the System Setup program and ensure that the USB port is enabled. See "Using the System Setup Program" on page 33.
If the problem is not resolved, see "Getting Help" on page 131.

Troubleshooting Basic I/O Functions

Problem

- Error message indicates a problem with a serial port.
- Device connected to a serial port is not operating properly.

Action

- 1 Enter the System Setup program and ensure that the serial port is enabled and configured correctly for your application. See "Using the System Setup Program" on page 33.
- 2 If the problem is confined to a particular application, see the application documentation for specific port configuration requirements that the program may require.
- 3 Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
If the tests run successfully but the problem persists, see "Troubleshooting a Serial I/O Device" on page 105.

Troubleshooting a Serial I/O Device

Problem

- Device connected to the serial port is not operating properly.

Action

- 1 Turn off the system and any peripheral devices connected to the serial port.
- 2 Swap the serial interface cable with a working cable, and turn on the system and the serial device.
If the problem is resolved, replace the interface cable. See "Getting Help" on page 131.
- 3 Turn off the system and the serial device, and swap the device with a comparable device.
- 4 Turn on the system and the serial device.
If the problem is resolved, replace the serial device. See "Getting Help" on page 131.
If the problem persists, see "Getting Help" on page 131.

Troubleshooting a USB Device

Problem

- System message indicates a problem with a USB device.
- Device connected to a USB port is not operating properly.

Action

- 1 Enter the System Setup program, and ensure that the USB ports are enabled. See "Using the System Setup Program" on page 33.
- 2 Turn off the system and any USB devices.
- 3 Disconnect the USB devices, and connect the malfunctioning device to the other USB connector.
- 4 Turn on the system and the reconnected device.
If the problem is resolved, the USB connector might be defective. See "Getting Help" on page 131.
- 5 If possible, swap the interface cable with a working cable.
If the problem is resolved, replace the interface cable. See "Getting Help" on page 131.
- 6 Turn off the system and the USB device, and swap the device with a comparable device.
- 7 Turn on the system and the USB device.
If the problem is resolved, replace the USB device. See "Getting Help" on page 131.
If the problem persists, see "Getting Help" on page 131.

Troubleshooting a NIC

Problem

- NIC cannot communicate with network.

Action

- 1 Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
- 2 Check the appropriate indicator on the NIC connector.
 - If the link indicator does not light, check all cable connections.
 - If the activity indicator does not light, the network driver files might be damaged or missing. Remove and reinstall the drivers if applicable. See the NIC's documentation.
 - Change the autonegotiation setting, if possible.
 - Use another connector on the switch or hub.
- If you are using a NIC card instead of an integrated NIC, see the documentation for the NIC card.
- 3 Ensure that the appropriate drivers are installed and the protocols are bound. See the NIC's documentation.
- 4 Enter the System Setup program and confirm that the NICs are enabled. See "Using the System Setup Program" on page 33.
- 5 Ensure that the NICs, hubs, and switches on the network are all set to the same data transmission speed. See the network equipment documentation.
- 6 Ensure that all network cables are of the proper type and do not exceed the maximum length.

Troubleshooting a Wet System

Problem

- Liquid spilled on the system.
- Excessive humidity.

Action

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

- 1 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 2 Open the system. See "Opening the System" on page 48.
- 3 Remove all expansion cards installed in the system. See "Removing an Expansion Card" on page 58.

- 4** Let the system dry thoroughly for at least 24 hours.
- 5** Close the system. See "Closing the System" on page 48.
- 6** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
If the system does not start properly, see "Getting Help" on page 131.
- 7** If the system starts properly, shut down the system and reinstall all of the expansion cards that you removed. See "Installing an Expansion Card" on page 57.
- 8** Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
If the tests fail, see "Getting Help" on page 131.

Troubleshooting a Damaged System

Problem

- System was dropped or damaged.

Action

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

- 1** Open the system. See "Opening the System" on page 48.
- 2** Ensure that the following components are properly installed:
 - Expansion cards
 - Power supplies
 - Fans
 - Processors and heat sinks
 - Memory modules
- 3** Ensure that all cables are properly connected.
- 4** Close the system. See "Closing the System" on page 48.
- 5** Run the system board tests in the system diagnostics. See "Running the System Diagnostics" on page 121.
If the tests fail, see "Getting Help" on page 131.

Troubleshooting the System Battery

Problem

- System message indicates a problem with the battery.
- System Setup program loses system configuration information.
- System date and time do not remain current.

 **NOTE:** If the system is turned off for long periods of time (for weeks or months), the NVRAM may lose its system configuration information. This situation is caused by a defective battery.

Action

- 1 Re-enter the time and date through the System Setup program. See "Using the System Setup Program" on page 33.
- 2 Turn off the system and disconnect it from the electrical outlet for at least one hour.
- 3 Reconnect the system to the electrical outlet and turn on the system.
- 4 Enter the System Setup program.

If the date and time are not correct in the System Setup program, replace the battery. See "Replacing the System Battery" on page 75.

If the problem is not resolved by replacing the battery, see "Getting Help" on page 131.

 **NOTE:** Some software may cause the system time to speed up or slow down. If the system seems to operate normally except for the time kept in the System Setup program, the problem may be caused by software rather than by a defective battery.

Troubleshooting the Power Supply

Problem

- Power button is blinking green, but system does not power up.

Action

- 1 Check the power cable connections to connectors PWR1, PWR2, and PWR CTRL on the system board. See Figure 6-2.
- 2 Swap the faulty power supply with a new power supply. See "Removing the Power Supply" on page 50 and "Installing the Power Supply" on page 51.

If the problem is not resolved, see "Getting Help" on page 131.

Problem

- Power button is not blinking green and the system does not power up.

Action

- 1 Ensure that the power cable is properly connected between the power supply and electrical outlet.
- 2 If you have a UPS, make sure that it is connected properly both to the power supply and to the electrical outlet.
- 3 Ensure that the power supply is properly installed by removing and reinstalling it. See "Removing the Power Supply" on page 50 and "Installing the Power Supply" on page 51.
If the problem persists, remove the faulty power supply. See "Removing the Power Supply" on page 50.
- 4 Install a new power supply. See "Removing the Power Supply" on page 50 and "Installing the Power Supply" on page 51.
If the problem persists, see "Getting Help" on page 131."

Troubleshooting System Cooling Problems

Problem

- Systems management software issues a fan-related error message.

Action

Ensure that none of the following conditions exist:

- System cover, cooling shroud, drive blank, or front or back filler panel is removed.
- Ambient temperature is too high.
- External airflow is obstructed.
- Cables inside the system obstruct airflow.
- An individual cooling fan is removed or has failed. See "Troubleshooting a Fan" on page 109.

Troubleshooting a Fan

Problem

- System-status indicator is amber.
- Systems management software issues a fan-related error message.
- Front panel LCD indicates a problem with the fan.

Action

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

1 Run the appropriate diagnostic test. See "Using Server Administrator Diagnostics" on page 121.

2 Open the system. See "Opening the System" on page 48.

 **CAUTION:** The cooling fans are hot-pluggable. To maintain proper cooling while the system is on, only replace one fan at a time.

3 Locate the faulty fan indicated by the LCD panel or diagnostic software. For the identification number of each fan, see Figure 3-5.

4 Check the fan connection by removing and reseating the fan in its bracket slot. See "Removing and Installing a Fan" on page 53.

 **NOTE:** Wait 30 seconds for the system to recognize the fan and determine whether it is working properly.

5 If the problem is not resolved, install a new fan. See "Removing and Installing a Fan" on page 53.

If the replacement fan is working properly, close the system. See "Closing the System" on page 48.

If the replacement fan does not operate, see "Getting Help" on page 131.

Troubleshooting System Memory

Problem

- Faulty memory module.
- Faulty system board.
- Front-panel status LCD indicates a problem with system memory.

Action

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

1 Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.

2 Turn on the system and attached peripherals.

If an error message does not appear, continue to the next step.

If an error messages appears, go to step 11.

3 Enter the System Setup program and check the system memory setting. See "Using the System Setup Program" on page 33.

If the amount of memory installed matches the system memory setting, go to step 11.

- 4** Remove the bezel. See "Removing the Bezel" on page 46.
- 5** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 6** Open the system. See "Opening the System" on page 48.
- 7** Reseat the memory modules in their sockets. See "Installing Memory Modules" on page 83.
- 8** Close the system. See "Closing the System" on page 48.
- 9** Reconnect the system to its electrical outlet, and turn on the system and attached peripherals.
- 10** Enter the System Setup program and check the system memory setting. See "Using the System Setup Program" on page 33.

If the amount of memory installed does not match the system memory setting, then perform the following steps:

- a** Turn off the system and attached peripherals, and disconnect the system from its electrical outlet.
- b** Open the system. See "Opening the System" on page 48.
- c** Remove the memory cooling shroud. See "Removing the Cooling Shroud" on page 77.
- d** Swap the memory module in socket 1 with another of the same capacity. See "Installing Memory Modules" on page 83.
- e** Replace the memory cooling shroud.

 **NOTICE:** Never operate your system with the memory cooling shroud removed. Overheating of the system can develop quickly resulting in a shutdown of the system and the loss of data.

- f** Close the system. See "Closing the System" on page 48.
- g** Reconnect the system to its electrical outlet, and turn on the system and attached peripherals.
- h** As the system boots, observe the monitor screen and the indicators on the keyboard.

- 11** Perform the following steps:

- a** Turn off the system and attached peripherals, and disconnect the system from its electrical outlet.
- b** Open the system. See "Opening the System" on page 48.
- c** Remove the memory cooling shroud. See "Removing the Cooling Shroud" on page 77.
- d** Perform step d through step h in step 10 for each memory module installed.

If the problem persists, see "Getting Help" on page 131.

Troubleshooting a Diskette Drive

Problem

- Error message indicates a diskette drive problem.

Action

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

- 1 Enter the System Setup program and verify that the diskette drive is configured correctly. See "Using the System Setup Program" on page 33.
- 2 Remove the bezel. See "Removing the Bezel" on page 46.
- 3 Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
- 4 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 5 Open the system. See "Opening the System" on page 48.
- 6 Ensure that the diskette drive interface cable is securely connected to the diskette drive and the system board.
- 7 Ensure that a power cable is properly connected to the drive.
- 8 Close the system. See "Closing the System" on page 48.
- 9 Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 10 Run the appropriate online diagnostic test to see whether the diskette drive works correctly.
- 11 Turn off the system and attached peripherals, and disconnect the system from its electrical outlet.
- 12 Open the system. See "Opening the System" on page 48.
- 13 Remove all expansion cards installed in the system. See "Removing an Expansion Card" on page 58.
- 14 Close the system. See "Closing the System" on page 48.
- 15 Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 16 Run the appropriate online diagnostic test to see whether the diskette drive works correctly.
If the tests run successfully, an expansion card may be conflicting with the diskette drive logic, or an expansion card may be faulty. Continue to the next step.
If the tests fail, see "Getting Help" on page 131.
- 17 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 18 Open the system. See "Opening the System" on page 48.
- 19 Reinstall one of the expansion cards you removed in step 13. See "Installing an Expansion Card" on page 57.

- 20** Close the system. See "Closing the System" on page 48.
- 21** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 22** Run the appropriate online diagnostic test to see whether the diskette drive works correctly.
- 23** Repeat step 17 through step 22 until all expansion cards are reinstalled or one of the expansion cards causes the tests to fail.

If the problem is not resolved, see "Getting Help" on page 131.

Troubleshooting an Optical Drive

Problem

- System cannot read data from a CD or DVD in an optical drive.
- Optical drive indicator does not blink during boot.

Action

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

- 1** Remove the bezel. See "Removing the Bezel" on page 46.
 - 2** Try using a different CD or DVD that you know works properly.
 - 3** Enter the System Setup program and ensure that the drive's IDE controller is enabled. See "Using the System Setup Program" on page 33.
 - 4** Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
 - 5** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
 - 6** Open the system. See "Opening the System" on page 48.
 - 7** Ensure that the interface cable is securely connected to the optical drive and to the controller.
 - 8** Ensure that a power cable is properly connected to the drive.
 - 9** Close the system. See "Closing the System" on page 48.
 - 10** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- If the problem is not resolved, see "Getting Help" on page 131.

Troubleshooting an External SCSI Tape Drive

Problem

- Defective tape drive
- Defective tape cartridge

- Missing or corrupted tape-backup software or tape drive device driver
- Defective SCSI controller

Action

- 1 Remove the tape cartridge you were using when the problem occurred, and replace it with a tape cartridge that you know works.
- 2 Ensure that the SCSI device drivers for the tape drive are installed and are configured correctly.
- 3 Reinstall the tape-backup software as instructed in the tape-backup software documentation.
- 4 Ensure that the tape drive's interface/DC power cable is connected to the tape drive and SCSI controller card.
- 5 Verify that the tape drive is configured for a unique SCSI ID number and that the tape drive is terminated or not terminated, based on the interface cable used to connect the drive.
See the documentation for the tape drive for instructions on selecting the SCSI ID number and enabling or disabling termination.
- 6 Run the appropriate online diagnostics tests. See "Using Server Administrator Diagnostics" on page 121.
- 7 Open or remove the bezel. See "Removing the Bezel" on page 46.
- 8 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.



CAUTION: Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

- 9 Open the system. See "Opening the System" on page 48.
- 10 Ensure that the SCSI controller card is firmly seated in its connector. See "Installing an Expansion Card" on page 57.
- 11 Close the system. See "Closing the System" on page 48.
- 12 Reconnect the system to the electrical outlet, and turn on the system, including attached peripherals.
- 13 If the problem is not resolved, see the documentation for the tape drive for additional troubleshooting instructions.
- 14 If you cannot resolve the problem, see "Getting Help" on page 131 for information on obtaining technical assistance.

Troubleshooting a Hard Drive

Problem

- Device driver error.
- One or more hard drives not recognized by the system.

Action

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

► NOTICE: This troubleshooting procedure can destroy data stored on the hard drive. Before you proceed, back up all files on the hard drive.

- 1 Run the appropriate online diagnostics test. See "Using Server Administrator Diagnostics" on page 121. Depending on the results of the diagnostics test, proceed as needed through the following steps.
- 2 Remove the bezel. See "Removing the Bezel" on page 46.
- 3 If you are experiencing problems with multiple hard drives, skip to step 7. For a problem with a single hard drive, continue to the next step.
- 4 Turn off your system, remove and reinstall the hard drive, and restart the system. See "Removing a Hard Drive" on page 59 and "Installing a Hard Drive" on page 61.
- 5 If your system has a SAS RAID controller daughter card, perform the following steps.
 - a Restart the system and press <Ctrl><R> to enter the host adapter configuration utility program. See the documentation supplied with the host adapter for information about the configuration utility.
 - b Ensure that the hard drive has been configured correctly for the RAID.
 - c Exit the configuration utility and allow the system to boot to the operating system.
- 6 Ensure that the required device drivers for your SAS controller card or SAS RAID controller daughter card are installed and are configured correctly. See the operating system documentation for more information.
- 7 Check the cable connections inside the system:
 - a Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
 - b Open the system. See "Opening the System" on page 48.
 - c Verify that the cable connections between the hard drive(s) and the drive controller are correct, whether the connections are to the SATA connectors on the system board (see Figure 3-12), a SAS expansion card (see Figure 3-13), or the SAS RAID controller daughter card (see Figure 3-14).

- d** Verify that the SAS or SATA cables are securely seated in their connectors.
- e** Close the system. See "Closing the System" on page 48.
- f** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals. If the problem persists, see "Getting Help" on page 131.

Troubleshooting a SAS Controller Card or SAS RAID Controller Daughter Card



NOTE: When troubleshooting a SAS RAID controller daughter card, also see the documentation for your operating system and the SAS RAID controller daughter card.

Problem

- Error message indicates a problem with the SAS controller card or SAS RAID controller daughter card.
- SAS controller card or SAS RAID controller daughter card performs incorrectly or not at all.

Action



CAUTION: Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

- 1 Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
- 2 Enter the System Setup program and ensure that the SAS controller card or SAS RAID controller daughter card is enabled. See "Using the System Setup Program" on page 33.
- 3 Restart the system and press the applicable key sequence to enter the configuration utility program:
 - <Ctrl><C> for a SAS controller
 - <Ctrl><R> for a SAS RAID controller daughter cardSee the controller's documentation for information about configuration settings.
- 4 Check the configuration settings, make any necessary corrections, and restart the system.
If the problem is not resolved, continue to the next step.
- 5 Remove the bezel. See "Removing the Bezel" on page 46.
- 6 Turn off the system and attached peripherals, and disconnect the system from its electrical outlet.
- 7 Open the system. See "Opening the System" on page 48.
- 8 Ensure that the controller card is firmly seated into the system board connector. If your system uses a SAS controller expansion card, see "Installing an Expansion Card" on page 57. If your system uses a SAS RAID controller daughter card, see "SAS RAID Controller Daughter Card" on page 92.

- 9** If you have a SAS RAID controller daughter card, ensure that the following RAID components are properly installed and connected:
 - Memory module
 - Battery
- 10** Verify that the cable connections between the hard drive(s) and the SAS controller card or SAS RAID controller daughter card are correct. See Figure 3-13 (SAS controller card) or Figure 3-14 (SAS RAID controller daughter card).
- 11** Verify that the SAS or SATA cables are securely seated in their connectors.
- 12** Verify that the hard drive LED activity indicator cable is correctly installed. See Figure 3-13 (SAS controller card) or Figure 3-14 (SAS RAID controller daughter card).
- 13** Close the system. See "Closing the System" on page 48.
- 14** Reconnect the system to its electrical outlet, and turn on the system and attached peripherals. If the problem persists, proceed as follows:
 - If you have a SAS controller card, see "Getting Help" on page 131.
 - If you have a SAS RAID controller daughter card, replace the SAS RAID daughter card battery. See "Replacing the SAS RAID Controller Daughter Card Battery" on page 92. If replacing the battery does not solve the problem, see "Getting Help" on page 131.

Troubleshooting Expansion Cards

 **NOTE:** When troubleshooting an expansion card, see the documentation for your operating system and the expansion card.

Problem

- Error message indicates a problem with an expansion card.
- Expansion card performs incorrectly or not at all.

Action

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

- 1** Run the appropriate online diagnostic test. See "Using Server Administrator Diagnostics" on page 121.
- 2** Open or remove the bezel. See "Removing the Bezel" on page 46.
- 3** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 4** Open the system. See "Opening the System" on page 48.
- 5** Ensure that each expansion card is firmly seated in its connector. See "Installing an Expansion Card" on page 57.

- 6** Close the system. See "Closing the System" on page 48.
- 7** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
If the problem persists, go to the next step.
- 8** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 9** Open the system. See "Opening the System" on page 48.
- 10** Remove all expansion cards installed in the system. See "Removing an Expansion Card" on page 58.
- 11** Close the system. See "Closing the System" on page 48.
- 12** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 13** Run the appropriate online diagnostic test.
If the tests fail, see "Getting Help" on page 131.
- 14** For each expansion card you removed in step 10, perform the following steps:
 - a** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
 - b** Open the system. See "Opening the System" on page 48.
 - c** Reinstall one of the expansion cards.
 - d** Close the system. See "Closing the System" on page 48.
 - e** Run the appropriate diagnostic test.If the tests fail, see "Getting Help" on page 131.

Troubleshooting the Microprocessors

Problem

- Error message indicates a processor problem.
- Front-panel status LCD indicates a problem with the processors or system board.
- A heat sink is not installed for each processor.

Action

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. Before performing any procedure, see your *Product Information Guide* for complete information about safety precautions, working inside the computer and protecting against electrostatic discharge.

- 1** If possible, run the appropriate online diagnostics test. See "Using Server Administrator Diagnostics" on page 121.
- 2** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 3** Open the system. See "Opening the System" on page 48.
- 4** Ensure that each processor and heat sink are properly installed. See "Replacing a Processor" on page 88.

- 5** Close the system. See "Closing the System" on page 48.
- 6** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 7** If possible, run the appropriate online diagnostic test.
If the tests fail or the problem persists, continue to the next step.
- 8** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 9** Open the system. See "Opening the System" on page 48.
- 10** If your system has dual processors, remove processor 2, leaving only processor 1 installed. See "Replacing a Processor" on page 88.
To locate the processors, see Figure 6-2.
If only one processor is installed, see "Getting Help" on page 131.
- 11** Close the system. See "Closing the System" on page 48.
- 12** Reconnect the system to the electrical outlet, and turn on the system and attached peripherals.
- 13** Run the appropriate online diagnostic test.
If the tests complete successfully, replace processor 2. See "Getting Help" on page 131.
- 14** Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 15** Open the system. See "Opening the System" on page 48.
- 16** Replace processor 1 with processor 2 or with a processor of the same capacity. See "Replacing a Processor" on page 88.
- 17** Close the system. See "Closing the System" on page 48.
- 18** Run the appropriate online diagnostic test.
If the tests complete successfully, replace processor 1. See "Getting Help" on page 131.

Running the System Diagnostics

If you experience a problem with your system, run the diagnostics before calling for technical assistance. The purpose of the diagnostics is to test your system's hardware without requiring additional equipment or risking data loss. If you are unable to fix the problem yourself, service and support personnel can use diagnostics test results to help you solve the problem.

Using Server Administrator Diagnostics

To assess a system problem, first use the online Server Administrator diagnostics. If you are unable to identify the problem, then use the system diagnostics.

To access the online diagnostics, log into the Server Administrator home page, and then click the **Diagnostics** tab. For information about using diagnostics, see the online help. For additional information, see the *Server Administrator User's Guide*.

System Diagnostics Features

The system diagnostics provides a series of menus and options for particular device groups or devices. The system diagnostics menus and options allow you to:

- Run tests individually or collectively.
- Control the sequence of tests.
- Repeat tests.
- Display, print, or save test results.
- Temporarily suspend testing if an error is detected or terminate testing when a user-defined error limit is reached.
- View help messages that briefly describe each test and its parameters.
- View status messages that inform you if tests are completed successfully.
- View error messages that inform you of problems encountered during testing.

When to Use the System Diagnostics

If a major component or device in the system does not operate properly, component failure may be indicated. As long as the microprocessor and the system's input/output devices (monitor, keyboard, and diskette drive) are functioning, you can use the system diagnostics to help identify the problem.

Running the System Diagnostics

The system diagnostics is run from the utility partition on your hard drive.

 **NOTICE:** Use the system diagnostics to test only your system. Using this program with other systems may cause invalid results or error messages. In addition, use only the program that came with your system (or an updated version of that program).

- 1 As the system boots, press <F10> during POST.
- 2 From the utility partition main menu, select Run System Diagnostics, or select Run Memory Diagnostics if you are troubleshooting memory.

When you start the system diagnostics, a message is displayed stating that the diagnostics are initializing. Next, the **Diagnostics** menu appears. The menu allows you to run all or specific diagnostics tests or to exit the system diagnostics.

 **NOTE:** Before you read the rest of this section, start the system diagnostics so that you can see the utility on your screen.

System Diagnostics Testing Options

Click the testing option in the Main Menu window. Table 5-1 provides a brief explanation of testing options.

Table 5-1. System Diagnostics Testing Options

| Testing Option | Function |
|----------------|---|
| Express Test | Performs a quick check of the system. This option runs device tests that do not require user interaction. Use this option to quickly identify the source of your problem. |
| Extended Test | Performs a more thorough check of the system. This test can take an hour or longer. |
| Custom Test | Tests a particular device. |
| Information | Displays test results. |

Using the Custom Test Options

When you select Custom Test in the Main Menu window, the Customize window appears and allows you to select the device(s) to be tested, select specific options for testing, and view the test results.

Selecting Devices for Testing

The left side of the Customize window lists devices that can be tested. Devices are grouped by device type or by module, depending on the option you select. Click the (+) next to a device or module to view its components. Click (+) on any component to view the tests that are available. Clicking a device, rather than its components, selects all of the components of the device for testing.

Selecting Diagnostics Options

Use the Diagnostics Options area to select how you want to test a device. You can set the following options:

- **Non-Interactive Tests Only** — When checked, runs only tests that require no user intervention.
- **Quick Tests Only** — When checked, runs only the quick tests on the device. Extended tests will not run when you select this option.
- **Show Ending Timestamp** — When checked, time stamps the test log.
- **Test Iterations** — Selects the number of times the test is run.
- **Log output file pathname** — When checked, enables you to specify where the test log file is saved.

Viewing Information and Results

The tabs in the Customize window provide information about the test and the test results. The following tabs are available:

- **Results** — Displays the test that ran and the result.
- **Errors** — Displays any errors that occurred during the test.
- **Help** — Displays information about the currently selected device, component, or test.
- **Configuration** — Displays basic configuration information about the currently selected device.
- **Parameters** — If applicable, displays parameters that you can set for the test.

Jumpers and Connectors

This section provides specific information about the system jumpers and describes the connectors on the various boards in the system.

System Board Jumpers

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

Figure 6-1 shows the location of the configuration jumpers on the system board. Table 6-1 lists the jumper settings.

 **NOTE:** To access the jumpers, remove the center fans and the center fan bracket. See "Removing and Installing a Fan" on page 53 and "Removing the Center Fan Bracket" on page 79.

Figure 6-1. System Board Jumpers

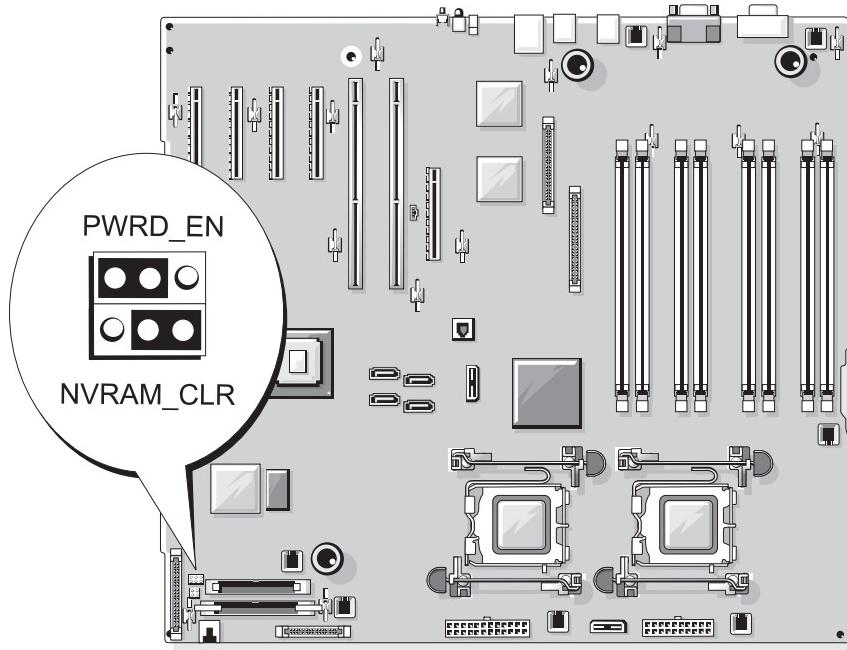


Table 6-1. System Board Jumper Settings

| Jumper | Setting | Description |
|-----------|-----------|--|
| PWRD_EN | (default) | The password feature is enabled. |
| | | The password feature is disabled. |
| NVRAM_CLR | (default) | The configuration settings in NVRAM are retained at system boot. |
| | | The configuration settings in NVRAM are cleared at next system boot. |

System Board Connectors

! **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

See Figure 6-2 and Table 6-2 for the location and description of the system board connectors.

Figure 6-2. System Board Connectors

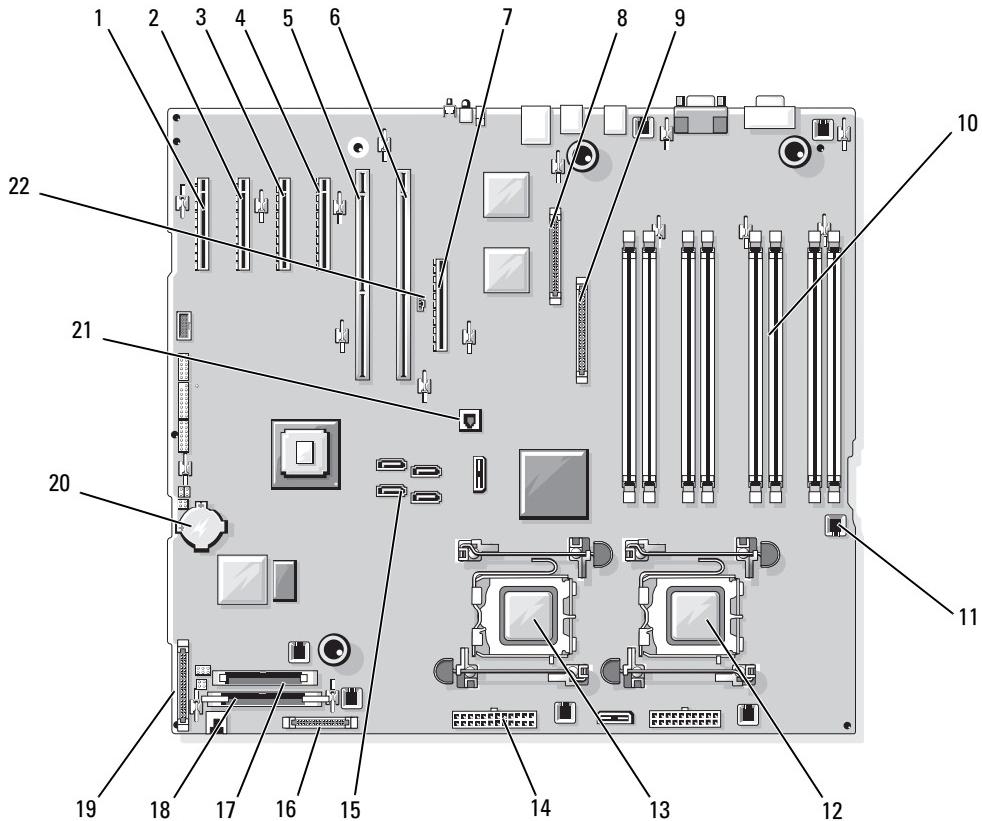


Table 6-2. System Board Connectors

| Item | Connector | Description |
|-------------|------------------|---|
| 1 | PCIE_X4_6 | PCIe x4 connector (slot 6) |
| 2 | PCIE_X4_5 | PCIe x4 connector (slot 5) |
| 3 | PCIE_X4_4 | PCIe x4 connector (slot 4) |
| 4 | PCIE_X8_3 | PCIe x8 connector (slot 3) |
| 5 | PCIX_2 | PCI-X 64-bit connectors (slot 2) |
| 6 | PCIX_1 | PCI-X 64-bit connectors (slot 1) |
| 7 | INT_STORAGE | SAS RAID controller daughter card connector |
| 8 | RAC_CONN | Connector for the remote access controller (RAC) |
| 9 | RAC_MII_CONN | RAC MII connector |
| 10 | DIMM n | Memory module connector (8), numbered by population order (see "Memory" on page 80) |
| 11 | FAN n | Fan power connector (6) |
| 12 | CPU1 | Processor connector 1 |
| 13 | CPU2 | Processor connector 2 |
| 14 | PWR n | Power supply connector (2) |
| 15 | SATA $_x$ | SATA connectors (4) |
| 16 | PWR_CTRL | Power supply connector |
| 17 | FLOPPY | Floppy disk drive connector |
| 18 | IDE | CD-ROM connector |
| 19 | CONTROL_PANEL | Control panel connector |
| 20 | BATTERY | Connector for the 3.0-V coin battery |
| 21 | TOE_KEY | TCP/IP Offload Engine Key |
| 22 | HD_ACT_CARD | Hard drive activity indicator connector for SAS RAID controller daughter card and SAS controller card |

Disabling a Forgotten Password

The password jumper on the system board enables the system password features or disables them and clears any password(s) currently in use.

 **CAUTION:** Only trained service technicians are authorized to remove the system cover and access any of the components inside the system. See your *Product Information Guide* for complete information about safety precautions, working inside the computer, and protecting against electrostatic discharge.

- 1 Turn off the system and attached peripherals, and disconnect the system from the electrical outlet.
- 2 Remove the bezel, if attached. See "Removing the Bezel" on page 46.
- 3 Open the system. See "Opening the System" on page 48.
- 4 Note the cable connections on the SAS RAID daughter card, and then disconnect the cables from the SAS RAID controller daughter card and extend the cables away from the center fan bracket.
- 5 Remove the fans from the center fan bracket. See "Removing and Installing a Fan" on page 53.
- 6 Remove the center fan bracket. See "Removing the Center Fan Bracket" on page 79.
- 7 Remove the password jumper plug.

See Figure 6-1 to locate the password jumper on the system board.

- 8 Replace the center fan bracket (see "Replacing the Center Fan Bracket" on page 79) and replace the fans in the bracket.
- 9 Reconnect the SAS RAID controller daughter card cables.
- 10 Close the system. See "Closing the System" on page 48.
- 11 Reconnect the system to the electrical outlet, and turn on the system.

The existing passwords are not disabled (erased) until the system boots with the password jumper plug removed. However, before you assign a new system and/or setup password, you must install the jumper plug.

 **NOTE:** If you assign a new system and/or setup password with the jumper plug still removed, the system disables the new password(s) the next time it boots.

- 12 Turn off the system, including any attached peripherals, and disconnect the system from the electrical outlet.
- 13 Open the system.
- 14 Repeat step 4 through step 6.
- 15 Reinstall the password jumper plug in its original position to enable the password protection feature.
- 16 Replace the center fan bracket and fans and reconnect the SAS RAID controller daughter card cables.
- 17 Close the system, reconnect the system to the electrical outlet, and turn on the system.
- 18 Assign a new system and/or setup password.

To assign a new password using the System Setup program, see "Using the System Password" on page 41.

Getting Help

Technical Assistance

If you need assistance with a technical problem, perform the following steps:

- 1 Complete the procedures in "Troubleshooting Your System."
- 2 Run the system diagnostics and record any information provided.
- 3 Make a copy of the Diagnostics Checklist, and fill it out.
- 4 Use Dell's extensive suite of online services available at Dell Support at support.dell.com for help with installation and troubleshooting procedures.
For more information, see "Online Services" on page 131.
- 5 If the preceding steps have not resolved the problem, call Dell for technical assistance.

 **NOTE:** Call technical support from a phone near or at the system so that technical support can assist you with any necessary procedures.

 **NOTE:** Dell's Express Service Code system may not be available in all countries.

When prompted by Dell's automated telephone system, enter your Express Service Code to route the call directly to the proper support personnel. If you do not have an Express Service Code, open the **Dell Accessories** folder, double-click the **Express Service Code** icon, and follow the directions.

For instructions on using the technical support service, see "Technical Support Service" on page 132 and "Before You Call" on page 134.

 **NOTE:** Some of the following services are not always available in all locations outside the continental U.S. Call your local Dell representative for information on availability.

Online Services

You can access Dell Support at support.dell.com. Select your region on the **WELCOME TO DELL SUPPORT** page, and fill in the requested details to access help tools and information.

You can contact Dell electronically using the following addresses:

- World Wide Web
www.dell.com/
www.dell.com/ap/ (Asian/Pacific countries only)
www.dell.com/jp (Japan only)

- www.euro.dell.com (Europe only)
- www.dell.com/la (Latin American countries)
- www.dell.ca (Canada only)
- Anonymous file transfer protocol (FTP)
ftp.dell.com/
Log in as user : anonymous, and use your e-mail address as your password.
- Electronic Support Service
support@us.dell.com
apsupport@dell.com (Asian/Pacific countries only)
support.jp.dell.com (Japan only)
support.euro.dell.com (Europe only)
- Electronic Quote Service
apmarketing@dell.com (Asian/Pacific countries only)
sales_canada@dell.com (Canada only)

AutoTech Service

Dell's automated technical support service—AutoTech—provides recorded answers to the questions most frequently asked by Dell customers about their portable and desktop computer systems.

When you call AutoTech, use your touch-tone telephone to select the subjects that correspond to your questions.

The AutoTech service is available 24 hours a day, 7 days a week. You can also access this service through the technical support service. See the contact information for your region.

Automated Order-Status Service

To check on the status of any Dell™ products that you have ordered, you can go to support.dell.com, or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. See the contact information for your region.

Technical Support Service

Dell's technical support service is available 24 hours a day, 7 days a week, to answer your questions about Dell hardware. Our technical support staff use computer-based diagnostics to provide fast, accurate answers.

To contact Dell's technical support service, see "Before You Call" on page 134 and then see the contact information for your region.

Dell Enterprise Training and Certification

Dell Enterprise Training and Certification is available; see www.dell.com/training for more information. This service may not be offered in all locations.

Problems With Your Order

If you have a problem with your order, such as missing parts, wrong parts, or incorrect billing, contact Dell for customer assistance. Have your invoice or packing slip available when you call. See the contact information for your region.

Product Information

If you need information about additional products available from Dell, or if you would like to place an order, visit the Dell website at www.dell.com. For the telephone number to call to speak to a sales specialist, see the contact information for your region.

Returning Items for Warranty Repair or Credit

Prepare all items being returned, whether for repair or credit, as follows:

- 1** Call Dell to obtain a Return Material Authorization Number, and write it clearly and prominently on the outside of the box.
For the telephone number to call, see the contact information for your region.
- 2** Include a copy of the invoice and a letter describing the reason for the return.
- 3** Include a copy of any diagnostic information (including the Diagnostics Checklist) indicating the tests you have run and any error messages reported by the system diagnostics.
- 4** Include any accessories that belong with the item(s) being returned (such as power cables, media such as CDs and diskettes, and guides) if the return is for credit.
- 5** Pack the equipment to be returned in the original (or equivalent) packing materials.

You are responsible for paying shipping expenses. You are also responsible for insuring any product returned, and you assume the risk of loss during shipment to Dell. Collect-on-delivery (C.O.D.) packages are not accepted.

Returns that are missing any of the preceding requirements will be refused at our receiving dock and returned to you.

Before You Call

 **NOTE:** Have your Express Service Code ready when you call. The code helps Dell's automated-support telephone system direct your call more efficiently.

Remember to fill out the Diagnostics Checklist. If possible, turn on your system before you call Dell for technical assistance and call from a telephone at or near the computer. You may be asked to type some commands at the keyboard, relay detailed information during operations, or try other troubleshooting steps possible only at the computer system itself. Ensure that the system documentation is available.

 **CAUTION:** Before servicing any components inside your computer, see your *Product Information Guide* for important safety information.

Diagnostics Checklist

Name:

Date:

Address:

Phone number:

Service Tag (bar code on the back of the computer):

Express Service Code:

Return Material Authorization Number (if provided by Dell support technician):

Operating system and version:

Peripherals:

Expansion cards:

Are you connected to a network? Yes No

Network, version, and network card:

Programs and versions:

See your operating system documentation to determine the contents of the system's start-up files. If possible, print each file. Otherwise, record the contents of each file before calling Dell.

Error message, beep code, or diagnostic code:

Description of problem and troubleshooting procedures you performed:

Contacting Dell

To contact Dell electronically, you can access the following websites:

- www.dell.com
- [support.dell.com \(support\)](http://support.dell.com/support)

For specific web addresses for your country, find the appropriate country section in the table below.



NOTE: Toll-free numbers are for use within the country for which they are listed.



NOTE: In certain countries, support specific to Dell™ XPS™ computers is available at a separate telephone number listed for participating countries. If you do not see a telephone number listed that is specific for XPS computers, you may contact Dell through the support number listed and your call will be routed appropriately.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.



NOTE: The contact information provided was deemed correct at the time that this document went to print and is subject to change.

| Country (City) International Access Code Country Code City Code | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|--|---|--|
| Anguilla | General Support | toll-free: 800-335-0031 |
| Antigua and Barbuda | General Support | 1-800-805-5924 |
| Argentina (Buenos Aires) | Website: www.dell.com.ar | |
| International Access Code: 00 | E-mail: us_latin_services@dell.com | |
| Country Code: 54 | E-mail for desktop and portable computers: la-techsupport@dell.com | |
| City Code: 11 | E-mail for servers and EMC® storage products: la_enterprise@dell.com | |
| | Customer Care | toll-free: 0-800-444-0730 |
| | Technical Support | toll-free: 0-800-444-0733 |
| | Technical Support Services | toll-free: 0-800-444-0724 |
| | Sales | 0-810-444-3355 |
| Aruba | General Support | toll-free: 800-1578 |
| Australia (Sydney) | Website: support.ap.dell.com | |
| International Access Code: 0011 | E-mail: support.ap.dell.com/contactus | |
| Country Code: 61 | General Support | 13DELL-133355 |
| City Code: 2 | | |

| Country (City) International Access Code Country Code City Code | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|--|--|---|
| Austria (Vienna) International Access Code: 900 Country Code: 43 City Code: 1 | Website: support.euro.dell.com | |
| | E-mail: tech_support_central_europe@dell.com | |
| | Home/Small Business Sales | 0820 240 530 00 |
| | Home/Small Business Fax | 0820 240 530 49 |
| | Home/Small Business Customer Care | 0820 240 530 14 |
| | Preferred Accounts/Corporate Customer Care | 0820 240 530 16 |
| | Support for XPS | 0820 240 530 81 |
| | Home/Small Business Support for all other Dell computers | 0820 240 530 17 |
| | Preferred Accounts/Corporate Support | 0660 8779 |
| | Switchboard | 0820 240 530 00 |
| Bahamas | General Support | toll-free: 1-866-278-6818 |
| Barbados | General Support | 1-800-534-3066 |
| Belgium (Brussels) International Access Code: 00 Country Code: 32 City Code: 2 | Website: support.euro.dell.com | |
| | Tech Support for XPS | 02 481 92 96 |
| | Tech Support for all other Dell computers | 02 481 92 88 |
| | Tech Support Fax | 02 481 92 95 |
| | Customer Care | 02 713 15 65 |
| | Corporate Sales | 02 481 91 00 |
| | Fax | 02 481 92 99 |
| | Switchboard | 02 481 91 00 |
| Bermuda | General Support | 1-800-342-0671 |
| Bolivia | General Support | toll-free: 800-10-0238 |
| Brazil International Access Code: 00 Country Code: 55 City Code: 51 | Website: www.dell.com/br | |
| | Customer Support, Tech Support | 0800 90 3355 |
| | Technical Support Fax | 51 481 5470 |
| | Customer Care Fax | 51 481 5480 |
| | Sales | 0800 90 3390 |
| British Virgin Islands | General Support | toll-free: 1-866-278-6820 |

| Country (City) International Access Code Country Code City Code | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|--|---|---|
| Brunei | Technical Support (Penang, Malaysia) | 604 633 4966 |
| Country Code: 673 | Customer Care (Penang, Malaysia) | 604 633 4888 |
| | Transaction Sales (Penang, Malaysia) | 604 633 4955 |
| Canada (North York, Ontario) | Online Order Status: www.dell.ca/ostatus | |
| International Access Code: 011 | AutoTech (automated Hardware and Warranty Support) | toll-free: 1-800-247-9362 |
| | Customer Service (Home Sales/Small Business) | toll-free: 1-800-847-4096 |
| | Customer Service (med./large business, government) | toll-free: 1-800-326-9463 |
| | Customer Service (printers, projectors, televisions, handhelds, digital jukebox, and wireless) | toll-free: 1-800-847-4096 |
| | Hardware Warranty Support (Home Sales/Small Business) | toll-free: 1-800-906-3355 |
| | Hardware Warranty Support (med./large bus., government) | toll-free: 1-800-387-5757 |
| | Hardware Warranty Support (printers, projectors, televisions, handhelds, digital jukebox, and wireless) | 1-877-335-5767 |
| | Sales (Home Sales/Small Business) | toll-free: 1-800-387-5752 |
| | Sales (med./large bus., government) | toll-free: 1-800-387-5755 |
| | Spare Parts Sales & Extended Service Sales | 1 866 440 3355 |
| Cayman Islands | General Support | 1-800-805-7541 |
| Chile (Santiago) | Sales and Customer Support | toll-free: 1230-020-4823 |
| Country Code: 56 | | |
| City Code: 2 | | |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| China (Xiamen) | Technical Support website: support.dell.com.cn | |
| Country Code: 86 | Technical Support E-mail: cn_support@dell.com | |
| City Code: 592 | Customer Care E-mail: customer_cn@dell.com | |
| | Technical Support Fax | 592 818 1350 |
| | Technical Support (Dell™ Dimension™ and Inspiron) | toll-free: 800 858 2968 |
| | Technical Support (OptiPlex™, Latitude™, and Dell Precision™) | toll-free: 800 858 0950 |
| | Technical Support (servers and storage) | toll-free: 800 858 0960 |
| | Technical Support (projectors, PDAs, switches, routers, and so on) | toll-free: 800 858 2920 |
| | Technical Support (printers) | toll-free: 800 858 2311 |
| | Customer Care | toll-free: 800 858 2060 |
| | Customer Care Fax | 592 818 1308 |
| | Home and Small Business | toll-free: 800 858 2222 |
| | Preferred Accounts Division | toll-free: 800 858 2557 |
| | Large Corporate Accounts GCP | toll-free: 800 858 2055 |
| | Large Corporate Accounts Key Accounts | toll-free: 800 858 2628 |
| | Large Corporate Accounts North | toll-free: 800 858 2999 |
| | Large Corporate Accounts North Government and Education | toll-free: 800 858 2955 |
| | Large Corporate Accounts East | toll-free: 800 858 2020 |
| | Large Corporate Accounts East Government and Education | toll-free: 800 858 2669 |
| | Large Corporate Accounts Queue Team | toll-free: 800 858 2572 |
| | Large Corporate Accounts South | toll-free: 800 858 2355 |
| | Large Corporate Accounts West | toll-free: 800 858 2811 |
| | Large Corporate Accounts Spare Parts | toll-free: 800 858 2621 |
| Colombia | General Support | 980-9-15-3978 |
| Costa Rica | General Support | 0800-012-0435 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| Czech Republic (Prague) | Website: support.euro.dell.com | |
| International Access Code: 00 | E-mail: czech_dell@dell.com | |
| Country Code: 420 | Technical Support | 22537 2727 |
| | Customer Care | 22537 2707 |
| | Fax | 22537 2714 |
| | Technical Fax | 22537 2728 |
| | Switchboard | 22537 2711 |
| Denmark (Copenhagen) | Website: support.euro.dell.com | |
| International Access Code: 00 | Technical Support for XPS | 7010 0074 |
| Country Code: 45 | Technical Support for all other Dell computers | 7023 0182 |
| | Customer Care (Relational) | 7023 0184 |
| | Home/Small Business Customer Care | 3287 5505 |
| | Switchboard (Relational) | 3287 1200 |
| | Switchboard Fax (Relational) | 3287 1201 |
| | Switchboard (Home/Small Business) | 3287 5000 |
| | Switchboard Fax (Home/Small Business) | 3287 5001 |
| Dominica | General Support | toll-free: 1-866-278-6821 |
| Dominican Republic | General Support | 1-800-148-0530 |
| Ecuador | General Support | toll-free: 999-119 |
| El Salvador | General Support | 01-899-753-0777 |
| Finland (Helsinki) | Website: support.euro.dell.com | |
| International Access Code: 990 | E-mail: fi_support@dell.com | |
| Country Code: 358 | Technical Support | 0207 533 555 |
| City Code: 9 | Customer Care | 0207 533 538 |
| | Switchboard | 0207 533 533 |
| | Sales under 500 employees | 0207 533 540 |
| | Fax | 0207 533 530 |
| | Sales over 500 employees | 0207 533 533 |
| | Fax | 0207 533 530 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| France (Paris) (Montpellier) | Website: support.euro.dell.com | |
| International Access Code: 00 | Home and Small Business | |
| Country Code: 33 | Technical Support for XPS | 0825 387 129 |
| City Codes: (1) (4) | Technical Support for all other Dell computers | 0825 387 270 |
| | Customer Care | 0825 823 833 |
| | Switchboard | 0825 004 700 |
| | Switchboard (calls from outside of France) | 04 99 75 40 00 |
| | Sales | 0825 004 700 |
| | Fax | 0825 004 701 |
| | Fax (calls from outside of France) | 04 99 75 40 01 |
| | Corporate | |
| | Technical Support | 0825 004 719 |
| | Customer Care | 0825 338 339 |
| | Switchboard | 01 55 94 71 00 |
| | Sales | 01 55 94 71 00 |
| | Fax | 01 55 94 71 01 |
| Germany (Langen) | Website: support.euro.dell.com | |
| International Access Code: 00 | E-mail: tech_support_central_europe@dell.com | |
| Country Code: 49 | Technical Support for XPS | 069 9792 7222 |
| City Code: 6103 | Technical Support for all other Dell computers | 069 9792-7200 |
| | Home/Small Business Customer Care | 0180-5-224400 |
| | Global Segment Customer Care | 06103 766-9570 |
| | Preferred Accounts Customer Care | 06103 766-9420 |
| | Large Accounts Customer Care | 06103 766-9560 |
| | Public Accounts Customer Care | 06103 766-9555 |
| | Switchboard | 06103 766-7000 |

| Country (City) International Access Code Country Code City Code | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|--|--|---|
| Greece | Website: support.euro.dell.com | |
| International Access Code: 00 | Technical Support | 00800-44 14 95 18 |
| Country Code: 30 | Gold Service Technical Support | 00800-44 14 00 83 |
| | Switchboard | 2108129810 |
| | Gold Service Switchboard | 2108129811 |
| | Sales | 2108129800 |
| | Fax | 2108129812 |
| Grenada | General Support | toll-free: 1-866-540-3355 |
| Guatemala | General Support | 1-800-999-0136 |
| Guyana | General Support | toll-free: 1-877-270-4609 |
| Hong Kong | Website: support.ap.dell.com | |
| International Access Code: 001 | Technical Support E-mail: HK_support@Dell.com | |
| Country Code: 852 | Technical Support (Dimension and Inspiron) | 2969 3188 |
| | Technical Support (OptiPlex, Latitude, and Dell Precision) | 2969 3191 |
| | Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™) | 2969 3196 |
| | Customer Care | 3416 0910 |
| | Large Corporate Accounts | 3416 0907 |
| | Global Customer Programs | 3416 0908 |
| | Medium Business Division | 3416 0912 |
| | Home and Small Business Division | 2969 3105 |
| India | E-mail: india_support_desktop@dell.com india_support_notebook@dell.com india_support_Server@dell.com | |
| | Technical Support | 1600338045 and 1600448046 |
| | Sales (Large Corporate Accounts) | 1600 33 8044 |
| | Sales (Home and Small Business) | 1600 33 8046 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| Ireland (Cherrywood) | Website: support.euro.dell.com | |
| International Access Code: 00 | E-mail: dell_direct_support@dell.com | |
| Country Code: 353 | Sales | |
| City Code: 1 | Ireland Sales | 01 204 4444 |
| | Dell Outlet | 1850 200 778 |
| | Online Ordering HelpDesk | 1850 200 778 |
| | Customer Care | |
| | Home User Customer Care | 01 204 4014 |
| | Small Business Customer Care | 01 204 4014 |
| | Corporate Customer Care | 1850 200 982 |
| | Technical Support | |
| | Technical Support for XPS | 1850 200 722 |
| | Technical Support for all other Dell computers | 1850 543 543 |
| | At-Home-Service — Technical Support Queries | 1850 200 889 |
| | General | |
| | Fax/Sales Fax | 01 204 0103 |
| | Switchboard | 01 204 4444 |
| | U.K. Technical Support (dial within U.K. only) | 0870 908 0800 |
| | U.K. Customer Care (dial within U.K. only) | 0870 906 0010 |
| | Corporate Customer Care (dial within U.K. only) | 0870 907 4499 |
| | U.K. Sales (dial within U.K. only) | 0870 907 4000 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| Italy (Milan) | Website: support.euro.dell.com | |
| International Access Code: 00 | Home and Small Business | |
| Country Code: 39 | Technical Support | 02 577 826 90 |
| City Code: 02 | Customer Care | 02 696 821 14 |
| | Fax | 02 696 821 13 |
| | Switchboard | 02 696 821 12 |
| | Corporate | |
| | Technical Support | 02 577 826 90 |
| | Customer Care | 02 577 825 55 |
| | Fax | 02 575 035 30 |
| | Switchboard | 02 577 821 |
| Jamaica | General Support (dial from within Jamaica only) | 1-800-682-3639 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| Japan (Kawasaki) | Website: support.jp.dell.com | |
| International Access Code: 001 | Technical Support (servers) | toll-free: 0120-198-498 |
| Country Code: 81 | Technical Support outside of Japan (servers) | 81-44-556-4162 |
| City Code: 44 | Technical Support (Dimension and Inspiron) | toll-free: 0120-198-226 |
| | Technical Support outside of Japan (Dimension and Inspiron) | 81-44-520-1435 |
| | Technical Support (Dell Precision, OptiPlex, and Latitude) | toll-free: 0120-198-433 |
| | Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude) | 81-44-556-3894 |
| | Technical Support (PDAs, projectors, printers, routers) | toll-free: 0120-981-690 |
| | Technical Support outside of Japan (PDAs, projectors, printers, routers) | 81-44-556-3468 |
| | Faxbox Service | 044-556-3490 |
| | 24-Hour Automated Order Status Service | 044-556-3801 |
| | Customer Care | 044-556-4240 |
| | Business Sales Division (up to 400 employees) | 044-556-1465 |
| | Preferred Accounts Division Sales (over 400 employees) | 044-556-3433 |
| | Public Sales (government agencies, educational institutions, and medical institutions) | 044-556-5963 |
| | Global Segment Japan | 044-556-3469 |
| | Individual User | 044-556-1760 |
| | Switchboard | 044-556-4300 |
| Korea (Seoul) | E-mail: krsupport@dell.com | |
| International Access Code: 001 | Support | toll-free: 080-200-3800 |
| Country Code: 82 | Support (Dimension, PDA, Electronics and Accessories) | toll-free: 080-200-3801 |
| City Code: 2 | Sales | toll-free: 080-200-3600 |
| | Fax | 2194-6202 |
| | Switchboard | 2194-6000 |

| Country (City) International Access Code Country Code City Code | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|--|---|---|
| Latin America | Customer Technical Support (Austin, Texas, U.S.A.) | 512 728-4093 |
| | Customer Service (Austin, Texas, U.S.A.) | 512 728-3619 |
| | Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.) | 512 728-3883 |
| | Sales (Austin, Texas, U.S.A.) | 512 728-4397 |
| | SalesFax (Austin, Texas, U.S.A.) | 512 728-4600 or 512 728-3772 |
| Luxembourg | Website: support.euro.dell.com | |
| International Access Code: 00 | Support | 342 08 08 075 |
| Country Code: 352 | Home/Small Business Sales | +32 (0)2 713 15 96 |
| | Corporate Sales | 26 25 77 81 |
| | Customer Care | +32 (0)2 481 91 19 |
| | Fax | 26 25 77 82 |
| Macao | Technical Support | toll-free: 0800 105 |
| Country Code: 853 | Customer Service (Xiamen, China) | 34 160 910 |
| | Transaction Sales (Xiamen, China) | 29 693 115 |
| Malaysia (Penang) | Website: support.ap.dell.com | |
| International Access Code: 00 | Technical Support (Dell Precision, OptiPlex, and Latitude) | toll-free: 1 800 880 193 |
| Country Code: 60 | Technical Support (Dimension, Inspiron, and Electronics and Accessories) | toll-free: 1 800 881 306 |
| City Code: 4 | Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault) | toll-free: 1800 881 386 |
| | Customer Care | toll-free: 1800 881 306 (option 6) |
| | Transaction Sales | toll-free: 1 800 888 202 |
| | Corporate Sales | toll-free: 1 800 888 213 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|---|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| Mexico | Customer Technical Support | 001-877-384-8979 |
| International Access Code: 00 | | or 001-877-269-3383 |
| Country Code: 52 | Sales | 50-81-8800 |
| | | or 01-800-888-3355 |
| | Customer Service | 001-877-384-8979 |
| | | or 001-877-269-3383 |
| | Main | 50-81-8800 |
| | | or 01-800-888-3355 |
| Montserrat | General Support | toll-free: 1-866-278-6822 |
| Netherlands Antilles | General Support | 001-800-882-1519 |
| Netherlands (Amsterdam) | Website: support.euro.dell.com | |
| International Access Code: 00 | Technical Support for XPS | 020 674 45 94 |
| Country Code: 31 | Technical Support for all other Dell computers | 020 674 45 00 |
| City Code: 20 | Technical Support Fax | 020 674 47 66 |
| | Home/Small Business Customer Care | 020 674 42 00 |
| | Relational Customer Care | 020 674 4325 |
| | Home/Small Business Sales | 020 674 55 00 |
| | Relational Sales | 020 674 50 00 |
| | Home/Small Business Sales Fax | 020 674 47 75 |
| | Relational Sales Fax | 020 674 47 50 |
| | Switchboard | 020 674 50 00 |
| | Switchboard Fax | 020 674 47 50 |
| New Zealand | Website: support.ap.dell.com | |
| International Access Code: 00 | E-mail: support.ap.dell.com/contactus | |
| Country Code: 64 | General Support | 0800 441 567 |
| Nicaragua | General Support | 001-800-220-1006 |

| Country (City) International Access Code Country Code City Code | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|--|--|---|
| Norway (Lysaker) | Website: support.euro.dell.com | |
| International Access Code: 00 | Technical Support for XPS | 815 35 043 |
| Country Code: 47 | Technical Support for all other Dell products | 671 16882 |
| | Relational Customer Care | 671 17575 |
| | Home/Small Business Customer Care | 23162298 |
| | Switchboard | 671 16800 |
| | Fax Switchboard | 671 16865 |
| Panama | General Support | 001-800-507-0962 |
| Peru | General Support | 0800-50-669 |
| Poland (Warsaw) | Website: support.euro.dell.com | |
| International Access Code: 011 | E-mail: pl_support_tech@dell.com | |
| Country Code: 48 | Customer Service Phone | 57 95 700 |
| City Code: 22 | Customer Care | 57 95 999 |
| | Sales | 57 95 999 |
| | Customer Service Fax | 57 95 806 |
| | Reception Desk Fax | 57 95 998 |
| | Switchboard | 57 95 999 |
| Portugal | Website: support.euro.dell.com | |
| International Access Code: 00 | Technical Support | 707200149 |
| Country Code: 351 | Customer Care | 800 300 413 |
| | Sales | 800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10 |
| | Fax | 21 424 01 12 |
| Puerto Rico | General Support | 1-800-805-7545 |
| St. Kitts and Nevis | General Support | toll-free: 1-877-441-4731 |
| St. Lucia | General Support | 1-800-882-1521 |
| St. Vincent and the Grenadines | General Support | toll-free: 1-877-270-4609 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
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| International Access Code | | |
| Country Code | | |
| City Code | | |
| Singapore (Singapore) International Access Code: 005 Country Code: 65 | NOTE: The phone numbers in this section should be called from within Singapore or Malaysia only. Website: support.ap.dell.com Technical Support (Dimension, Inspiron, and Electronics and Accessories) Technical Support (OptiPlex, Latitude, and Dell Precision) Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault) Customer Care Transaction Sales Corporate Sales | toll-free: 1 800 394 7430 toll-free: 1 800 394 7488 toll-free: 1 800 394 7478 toll-free: 1 800 394 7430 (option 6) toll-free: 1 800 394 7412 toll-free: 1 800 394 7419 |
| Slovakia (Prague) International Access Code: 00 Country Code: 421 | Website: support.euro.dell.com E-mail: czech_dell@dell.com Technical Support Customer Care Fax Tech Fax Switchboard (Sales) | 02 5441 5727 420 22537 2707 02 5441 8328 02 5441 8328 02 5441 7585 |
| South Africa (Johannesburg) International Access Code: 09/091 Country Code: 27 City Code: 11 | Website: support.euro.dell.com E-mail: dell_za_support@dell.com Gold Queue Technical Support Customer Care Sales Fax Switchboard | 011 709 7713 011 709 7710 011 709 7707 011 709 7700 011 706 0495 011 709 7700 |
| Southeast Asian and Pacific Countries | Technical Support, Customer Service, and Sales (Penang, Malaysia) | 604 633 4810 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| Spain (Madrid) | Website: support.euro.dell.com | |
| International Access Code: 00 | Home and Small Business | |
| Country Code: 34 | Technical Support | 902 100 130 |
| City Code: 91 | Customer Care | 902 118 540 |
| | Sales | 902 118 541 |
| | Switchboard | 902 118 541 |
| | Fax | 902 118 539 |
| | Corporate | |
| | Technical Support | 902 100 130 |
| | Customer Care | 902 115 236 |
| | Switchboard | 91 722 92 00 |
| | Fax | 91 722 95 83 |
| Sweden (Upplands Vasby) | Website: support.euro.dell.com | |
| International Access Code: 00 | Technical Support for XPS | 0771 340 340 |
| Country Code: 46 | Technical Support for all other Dell products | 08 590 05 199 |
| City Code: 8 | Relational Customer Care | 08 590 05 642 |
| | Home/Small Business Customer Care | 08 587 70 527 |
| | Employee Purchase Program (EPP) Support | 020 140 14 44 |
| | Technical Support Fax | 08 590 05 594 |
| | Sales | 08 590 05 185 |
| Switzerland (Geneva) | Website: support.euro.dell.com | |
| International Access Code: 00 | E-mail: Tech_support_central_Europe@dell.com | |
| Country Code: 41 | Technical Support for XPS | 0848 33 88 57 |
| City Code: 22 | Technical Support (Home and Small Business) for all other Dell products | 0844 811 411 |
| | Technical Support (Corporate) | 0844 822 844 |
| | Customer Care (Home and Small Business) | 0848 802 202 |
| | Customer Care (Corporate) | 0848 821 721 |
| | Fax | 022 799 01 90 |
| | Switchboard | 022 799 01 01 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| Taiwan | Website: support.ap.dell.com | |
| International Access Code: 002 | E-mail: ap_support@dell.com | |
| Country Code: 886 | Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories) | toll-free: 00801 86 1011 |
| | Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault) | toll-free: 00801 60 1256 |
| | Customer Care | toll-free: 00801 60 1250 (option 5) |
| | Transaction Sales | toll-free: 00801 65 1228 |
| | Corporate Sales | toll-free: 00801 651 227 |
| Thailand | Website: support.ap.dell.com | |
| International Access Code: 001 | Technical Support (OptiPlex, Latitude, and Dell Precision) | toll-free: 1800 0060 07 |
| Country Code: 66 | Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault) | toll-free: 1800 0600 09 |
| | Customer Care | toll-free: 1800 006 007 (option 7) |
| | Corporate Sales | toll-free: 1800 006 009 |
| | Transaction Sales | toll-free: 1800 006 006 |
| Trinidad/Tobago | General Support | 1-800-805-8035 |
| Turks and Caicos Islands | General Support | toll-free: 1-866-540-3355 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|---|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| U.K. (Bracknell) | Website: support.euro.dell.com | |
| International Access Code: 00 | E-mail: dell_direct_support@dell.com | |
| Country Code: 44 | Customer Care website: support.euro.dell.com/uk/en/ECare/form/home.asp | |
| City Code: 1344 | Sales Home and Small Business Sales Corporate/Public Sector Sales | 0870 907 4000 01344 860 456 |
| | Customer Care Home and Small Business Customer Care Corporate Customer Care Preferred Accounts (500–5000 employees) Customer Care Global Accounts Customer Care Central Government Customer Care Local Government & Education Customer Care Health Customer Care | 0870 906 0010 01344 373 185 0870 906 0010 01344 373 186 01344 373 193 01344 373 199 01344 373 194 |
| | Technical Support Technical Support for XPS Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees]) | 0870 366 4180 0870 908 0500 |
| | General Technical Support for all other products Home and Small Business Fax | 0870 908 0800 0870 907 4006 |
| Uruguay | General Support | toll-free: 000-413-598-2521 |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|---|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| U.S.A. (Austin, Texas) | Automated Order-Status Service | toll-free: 1-800-433-9014 |
| International Access Code: 011 | AutoTech (portable and desktop computers) | toll-free: 1-800-247-9362 |
| Country Code: 1 | Hardware and Warranty Support (Dell TV, Printers, and Projectors) for Relationship customers | toll-free: 1-877-459-7298 |
| | Americas Consumer XPS Support | toll-free: 1-800-232-8544 |
| | Consumer (Home and Home Office) Support for all other Dell products | toll-free: 1-800-624-9896 |
| | Customer Service | toll-free: 1-800-624-9897 |
| | Employee Purchase Program (EPP) Customers | toll-free: 1-800-695-8133 |
| | Financial Services website: www.dellfinancialservices.com | |
| | Financial Services (lease/loans) | toll-free: 1-877-577-3355 |
| | Financial Services (Dell Preferred Accounts [DPA]) | toll-free: 1-800-283-2210 |
| | Business | |
| | Customer Service and Support | toll-free: 1-800-456-3355 |
| | Employee Purchase Program (EPP) Customers | toll-free: 1-800-695-8133 |
| | Support for printers, projectors, PDAs, and MP3 players | toll-free: 1-877-459-7298 |
| | Public (government, education, and healthcare) | |
| | Customer Service and Support | toll-free: 1-800-456-3355 |
| | Employee Purchase Program (EPP) Customers | toll-free: 1-800-695-8133 |
| | Dell Sales | toll-free: 1-800-289-3355 |
| | | or toll-free: 1-800-879-3355 |
| | Dell Outlet Store (Dell refurbished computers) | toll-free: 1-888-798-7561 |
| | Software and Peripherals Sales | toll-free: 1-800-671-3355 |
| | Spare Parts Sales | toll-free: 1-800-357-3355 |
| | Extended Service and Warranty Sales | toll-free: 1-800-247-4618 |
| | Fax | toll-free: 1-800-727-8320 |
| | Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired | toll-free: 1-877-DELLTTY (1-877-335-5889) |

| Country (City) | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|----------------------------------|--|---|
| International Access Code | | |
| Country Code | | |
| City Code | | |
| U.S. Virgin Islands | General Support | 1-877-673-3355 |
| Venezuela | General Support | 8001-3605 |

Glossary

This section defines or identifies technical terms, abbreviations, and acronyms used in your system documents.

A — Ampere(s).

AC — Alternating current.

ACPI — Advanced Configuration and Power Interface. A standard interface for enabling the operating system to direct configuration and power management.

ambient temperature — The temperature of the area or room where the system is located.

ANSI — American National Standards Institute. The primary organization for developing technology standards in the U.S.

application — Software designed to help you perform a specific task or series of tasks. Applications run from the operating system.

ASCII — American Standard Code for Information Interchange.

asset tag — An individual code assigned to a system, usually by an administrator, for security or tracking purposes.

backup — A copy of a program or data file. As a precaution, back up your system's hard drive on a regular basis. Before making a change to the configuration of your system, back up important start-up files from your operating system.

backup battery — A battery that maintains system configuration, date, and time information in a special section of memory when the system is turned off.

BIOS — Basic input/output system. Your system's BIOS contains programs stored on a flash memory chip. The BIOS controls the following:

- Communications between the processor and peripheral devices
- Miscellaneous functions, such as system messages

bit — The smallest unit of information interpreted by your system.

blade — A module that contains a processor, memory, and a hard drive. The modules are mounted into a chassis that includes power supplies and fans.

BMC — Baseboard management controller.

boot routine — A program that clears all memory, initializes devices, and loads the operating system when you start your system. Unless the operating system fails to respond, you can reboot (also called *warm boot*) your system by pressing <Ctrl><Alt>. Otherwise, you must restart the system by pressing the reset button or by turning the system off and then back on.

bootable diskette — A diskette that is used to start your system if the system will not boot from the hard drive.

BTU — British thermal unit.

bus — An information pathway between the components of a system. Your system contains an expansion bus that allows the processor to communicate with controllers for the peripheral devices connected to the system. Your system also contains an address bus and a data bus for communications between the processor and RAM.

C — Celsius.

cache — A fast storage area that keeps a copy of data or instructions for quick data retrieval. When a program makes a request to a disk drive for data that is in the cache, the disk-cache utility can retrieve the data from RAM faster than from the disk drive.

CD — Compact disc. CD drives use optical technology to read data from CDs.

cm — Centimeter(s).

cmos — Complementary metal-oxide semiconductor.

component — As they relate to DMI, components include operating systems, computer systems, expansion cards, and peripherals that are compatible with DMI. Each component is made up of groups and attributes that are defined as relevant to that component.

COMn — The device names for the serial ports on your system.

control panel — The part of the system that contains indicators and controls, such as the power button and power indicator.

controller — A chip that controls the transfer of data between the processor and memory or between the processor and a peripheral.

conventional memory — The first 640 KB of RAM. Conventional memory is found in all systems. Unless they are specially designed, MS-DOS® programs are limited to running in conventional memory.

coprocessor — A chip that relieves the system's processor of specific processing tasks. A math coprocessor, for example, handles numeric processing.

CPU — Central processing unit. See *processor*.

DC — Direct current.

DDR — Double-data rate. A technology in memory modules that potentially doubles the output.

device driver — A program that allows the operating system or some other program to interface correctly with a peripheral. Some device drivers—such as network drivers—must be loaded from the **config.sys** file or as memory-resident programs (usually, from the **autoexec.bat** file). Others must load when you start the program for which they were designed.

DHCP — Dynamic Host Configuration Protocol. A method of automatically assigning an IP address to a client system.

diagnostics — A comprehensive set of tests for your system.

DIMM — Dual in-line memory module. See also *memory module*.

DIN — *Deutsche Industrie Norm*.

directory — Directories help keep related files organized on a disk in a hierarchical, “inverted tree” structure. Each disk has a “root” directory. Additional directories that branch off the root directory are called *subdirectories*. Subdirectories may contain additional directories branching off them.

DMA — Direct memory access. A DMA channel allows certain types of data transfer between RAM and a device to bypass the processor.

DMI — Desktop Management Interface. DMI enables the management of your system’s software and hardware by collecting information about the system’s components, such as the operating system, memory, peripherals, expansion cards, and asset tag.

DNS — Domain Name System. A method of translating Internet domain names, such as www.dell.com, into IP addresses, such as 143.166.83.200.

DRAM — Dynamic random-access memory. A system’s RAM is usually made up entirely of DRAM chips.

DVD — Digital versatile disc.

ECC — Error checking and correction.

EEPROM — Electronically erasable programmable read-only memory.

EMC — Electromagnetic compatibility.

EMI — Electromagnetic interference.

ERA — Embedded remote access. ERA allows you to perform remote, or “out-of-band,” server management on your network server using a remote access controller.

ESD — Electrostatic discharge.

ESM — Embedded server management.

expansion bus — Your system contains an expansion bus that allows the processor to communicate with controllers for peripherals, such as NICs.

expansion card — An add-in card, such as a NIC or SCSI adapter, that plugs into an expansion-card connector on the system board. An expansion card adds some specialized function to the system by providing an interface between the expansion bus and a peripheral.

expansion-card connector — A connector on the system board or riser board for plugging in an expansion card.

F — Fahrenheit.

FAT — File allocation table. The file system structure used by MS-DOS to organize and keep track of file storage. The Microsoft® Windows® operating systems can optionally use a FAT file system structure.

FBD — Fully buffered DIMM.

flash memory — A type of EEPROM chip that can be reprogrammed from a utility on diskette while still installed in a system; most EEPROM chips can only be rewritten with special programming equipment.

format — To prepare a hard drive or diskette for storing files. An unconditional format deletes all data stored on the disk.

FSB — Front-side bus. The FSB is the data path and physical interface between the processor and the main memory (RAM).

ft — Feet.

FTP — File transfer protocol.

g — Gram(s).

G — Gravities.

Gb — Gigabit(s); 1024 megabits or 1,073,741,824 bits.

GB — Gigabyte(s); 1024 megabytes or 1,073,741,824 bytes. However, when referring to hard-drive capacity, the term is usually rounded to 1,000,000,000 bytes.

graphics mode — A video mode that can be defined as *x* horizontal by *y* vertical pixels by *z* colors.

group — As it relates to DMI, a group is a data structure that defines common information, or attributes, about a manageable component.

guarding — A type of data redundancy in which a set of physical drives stores data and an additional drive stores parity data. See also *mirroring*, *striping*, and *RAID*.

h — Hexadecimal. A base-16 numbering system, often used in programming to identify addresses in the system's RAM and I/O memory addresses for devices. In text, hexadecimal numbers are often followed by *h*.

headless system — A system or device that functions without having a keyboard, mouse, or monitor attached. Normally, headless systems are managed over a network using an Internet browser.

host adapter — A host adapter implements communication between the system's bus and the controller for a peripheral device. (Hard-drive controller subsystems include integrated host adapter circuitry.) To add a SCSI expansion bus to your system, you must install or connect the appropriate host adapter.

hot plug — Describes the feature of the system that enables you to swap a component of the system while the system is running.

Hz — Hertz.

I/O — Input/output. A keyboard is an input device, and a monitor is an output device. In general, I/O activity can be differentiated from computational activity.

ID — Identification.

IDE — Integrated drive electronics. A standard interface between the system board and storage devices.

integrated mirroring — Provides simultaneous physical mirroring of two drives. Integrated mirroring functionality is provided by the system's hardware. See also *mirroring*.

internal processor cache — An instruction and data cache built into the processor.

IP — Internet Protocol.

IPX — Internet package exchange.

IRQ — Interrupt request. A signal that data is about to be sent to or received by a peripheral device travels by an IRQ line to the processor. Each peripheral connection must be assigned an IRQ number. Two devices can share the same IRQ assignment, but you cannot operate both devices simultaneously.

jumper — Small blocks on a circuit board with two or more pins emerging from them. Plastic plugs containing a wire fit down over the pins. The wire connects the pins and creates a circuit, providing a simple and reversible method of changing the circuitry in a board.

K — Kilo-; 1000.

Kb — Kilobit(s); 1024 bits.

KB — Kilobyte(s); 1024 bytes.

Kbps — Kilobit(s) per second.

KBps — Kilobyte(s) per second.

key combination — A command requiring you to press multiple keys at the same time (for example, <Ctrl><Alt>).

kg — Kilogram(s); 1000 grams.

kHz — Kilohertz.

KMM — Keyboard/monitor/mouse.

KVM — Keyboard/video/mouse. KVM refers to a switch that allows selection of the system from which the video is displayed and for which the keyboard and mouse are used.

LAN — Local area network. A LAN is usually confined to the same building or a few nearby buildings, with all equipment linked by wiring dedicated specifically to the LAN.

lb — Pound(s).

LCD — Liquid crystal display.

LED — Light-emitting diode. An electronic device that lights up when a current is passed through it.

LGA — Land grid array. A type of microprocessor socket. Unlike the PGA, the LGA interface has no pins on the chip; instead, the chip has pads that contact pins on the system board.

Linux — A UNIX-like operating system that runs on a variety of hardware systems. Linux is open source software, which is freely available; however, the full distribution of Linux along with technical support and training are available for a fee from vendors such as Red Hat Software.

local bus — On a system with local-bus expansion capability, certain peripheral devices (such as the video adapter circuitry) can be designed to run much faster than they would with a traditional expansion bus. See also *bus*.

LVD — Low voltage differential.

m — Meter(s).

mA — Millampere(s).

MAC address — Media Access Control address. Your system's unique hardware number on a network.

mAh — Milliampere-hour(s).

Mb — Megabit(s); 1,048,576 bits.

MB — Megabyte(s); 1,048,576 bytes. However, when referring to hard-drive capacity, the term is often rounded to mean 1,000,000 bytes.

Mbps — Megabits per second.

MBps — Megabytes per second.

MBR — Master boot record.

memory address — A specific location, usually expressed as a hexadecimal number, in the system's RAM.

memory module — A small circuit board containing DRAM chips that connects to the system board.

memory — An area in your system that stores basic system data. A system can contain several different forms of memory, such as integrated memory (ROM and RAM) and add-in memory modules (DIMMs).

MHz — Megahertz.

mirroring — A type of data redundancy in which a set of physical drives stores data and one or more sets of additional drives stores duplicate copies of the data.

Mirroring functionality is provided by software. See also *guarding, integrated mirroring, striping, and RAID*.

mm — Millimeter(s).

ms — Millisecond(s).

MS-DOS® — Microsoft Disk Operating System.

NAS — Network Attached Storage. NAS is one of the concepts used for implementing shared storage on a network. NAS systems have their own operating systems, integrated hardware, and software that are optimized to serve specific storage needs.

NIC — Network interface controller. A device that is installed or integrated in a system to allow connection to a network.

NMI — Nonmaskable interrupt. A device sends an NMI to signal the processor about hardware errors.

ns — Nanosecond(s).

NTFS — The NT File System option in the Windows 2000 operating system.

NVRAM — Nonvolatile random-access memory. Memory that does not lose its contents when you turn off your system. NVRAM is used for maintaining the date, time, and system configuration information.

parity — Redundant information that is associated with a block of data.

partition — You can divide a hard drive into multiple physical sections called *partitions* with the **fdisk** command. Each partition can contain multiple logical drives. You must format each logical drive with the **format** command.

PCI — Peripheral Component Interconnect. A standard for local-bus implementation.

PDU — Power distribution unit. A power source with multiple power outlets that provides electrical power to servers and storage systems in a rack.

peripheral — An internal or external device, such as a diskette drive or keyboard, connected to a system.

PGA — Pin grid array. A type of processor socket that allows you to remove the processor chip.

pixel — A single point on a video display. Pixels are arranged in rows and columns to create an image. A video resolution, such as 640 x 480, is expressed as the number of pixels across by the number of pixels up and down.

POST — Power-on self-test. Before the operating system loads when you turn on your system, the POST tests various system components such as RAM and hard drives.

processor — The primary computational chip inside the system that controls the interpretation and execution of arithmetic and logic functions. Software written for one processor must usually be revised to run on another processor. CPU is a synonym for processor.

protected mode — An operating mode that allows operating systems to implement:

- A memory address space of 16 MB to 4 GB
- Multitasking
- Virtual memory, a method for increasing addressable memory by using the hard drive

The Windows 2000 and UNIX 32-bit operating systems run in protected mode. MS-DOS cannot run in protected mode.

PS/2 — Personal System/2.

PXE — Preboot eXecution Environment. A way of booting a system via a LAN (without a hard drive or bootable diskette).

RAC — Remote access controller.

RAID — Redundant array of independent disks. A method of providing data redundancy. Some common implementations of RAID include RAID 0, RAID 1, RAID 5, RAID 10, and RAID 50. See also *guarding*, *mirroring*, and *striping*.

RAM — Random-access memory. The system's primary temporary storage area for program instructions and data. Any information stored in RAM is lost when you turn off your system.

RAS — Remote Access Service. This service allows users running the Windows operating system to remotely access a network from their system using a modem.

readme file — A text file, usually shipped with software or hardware, that contains information supplementing or updating the product's documentation.

read-only file — A read-only file is one that you are prohibited from editing or deleting.

ROM — Read-only memory. Your system contains some programs essential to its operation in ROM code. A ROM chip retains its contents even after you turn off your system. Examples of code in ROM include the program that initiates your system's boot routine and the POST.

ROMB — RAID on motherboard.

rpm — Revolutions per minute.

RTC — Real-time clock.

SAS — Serial-attached SCSI.

SATA — Serial Advanced Technology Attachment. A standard interface between the system board and storage devices.

SCSI — Small computer system interface. An I/O bus interface with faster data transmission rates than standard ports.

SDRAM — Synchronous dynamic random-access memory.

sec — Second(s).

SEL — System event log. Used in the system management software to record system events and errors.

serial port — An I/O port used most often to connect a modem to your system. You can usually identify a serial port on your system by its 9-pin connector.

service tag — A bar code label on the system used to identify it when you call Dell for technical support.

simple disk volume — The volume of free space on a single dynamic, physical disk.

SMART — Self-Monitoring Analysis and Reporting Technology. Allows hard drives to report errors and failures to the system BIOS and then display an error message on the screen.

SMP — Symmetric multiprocessing. Used to describe a system that has two or more processors connected via a high-bandwidth link and managed by an operating system, where each processor has equal access to I/O devices.

SNMP — Simple Network Management Protocol. A standard interface that allows a network manager to remotely monitor and manage workstations.

spanning — Spanning, or concatenating, disk volumes combines unallocated space from multiple disks into one logical volume, allowing more efficient use of all the space and all drive letters on a multiple-disk system.

striping — Disk striping writes data across three or more disks in an array, but only uses a portion of the space on each disk. The amount of space used by a "stripe" is the same on each disk used. A virtual disk may use several stripes on the same set of disks in an array. See also *guarding, mirroring, and RAID*.

SVGA — Super video graphics array. VGA and SVGA are video standards for video adapters with greater resolution and color display capabilities than previous standards.

system board — As the main circuit board, the system board usually contains most of your system's integral components, such as the processor, RAM, controllers for peripherals, and various ROM chips.

system configuration information — Data stored in memory that tells a system what hardware is installed and how the system should be configured for operation.

system diskette — See *bootable diskette*.

system memory — See RAM.

System Setup program — A BIOS-based program that allows you to configure your system's hardware and customize the system's operation by setting features such as password protection. Because the System Setup program is stored in NVRAM, any settings remain in effect until you change them again.

system.ini file — A start-up file for the Windows operating system. When you start Windows, it consults the **system.ini** file to determine a variety of options for the Windows operating environment. Among other things, the **system.ini** file records which video, mouse, and keyboard drivers are installed for Windows.

TCP/IP — Transmission Control Protocol/Internet Protocol.

termination — Some devices (such as the last device at each end of a SCSI cable) must be terminated to prevent reflections and spurious signals in the cable. When such devices are connected in a series, you may need to enable or disable the termination on these devices by changing jumper or switch settings on the devices or by changing settings in the configuration software for the devices.

TOE — TCP/IP Offload Engine. Improves data-transfer performance over IP networks by allowing the operating system to offload all TCP/IP traffic to specialized hardware on the network adapter while leaving TCP/IP control decisions to the host server.

UNIX — Universal Internet Exchange. UNIX, the precursor to Linux, is an operating system written in the C programming language.

uplink port — A port on a network hub or switch used to connect to other hubs or switches without requiring a crossover cable.

UPS — Uninterruptible power supply. A battery-powered unit that automatically supplies power to your system in the event of an electrical failure.

USB — Universal Serial Bus. A USB connector provides a single connection point for multiple USB-compliant devices, such as mice and keyboards. USB devices can be connected and disconnected while the system is running.

utility — A program used to manage system resources—memory, disk drives, or printers, for example.

UTP — Unshielded twisted pair. A type of wiring used to connect systems in a business or home to a telephone line.

V — Volt(s).

VAC — Volt(s) alternating current.

VDC — Volt(s) direct current.

VGA — Video graphics array. VGA and SVGA are video standards for video adapters with greater resolution and color display capabilities than previous standards.

video adapter — The logical circuitry that provides (in combination with the monitor) your system's video capabilities. A video adapter may be integrated into the system board or may be an expansion card that plugs into an expansion slot.

video driver — A program that allows graphics-mode application programs and operating systems to display at a chosen resolution with the desired number of colors. Video drivers may need to match the video adapter installed in the system.

video memory — Most VGA and SVGA video adapters include memory chips in addition to your system's RAM. The amount of video memory installed primarily influences the number of colors that a program can display (with the appropriate video drivers and monitor capabilities).

video resolution — Video resolution (800 x 600, for example) is expressed as the number of pixels across by the number of pixels up and down. To display a program at a specific graphics resolution, you must install the appropriate video drivers and your monitor must support the resolution.

W — Watt(s).

WH — Watt-hour(s).

win.ini file — A start-up file for the Windows operating system. When you start Windows, it consults the **win.ini** file to determine a variety of options for the Windows operating environment. The **win.ini** file also usually includes sections that contain optional settings for Windows application programs that are installed on the hard drive.

Windows 2000 — An integrated and complete Microsoft Windows operating system that does not require MS-DOS and that provides advanced operating system performance, improved ease of use, enhanced workgroup functionality, and simplified file management and browsing.

Windows Powered — A Windows operating system designed for use on NAS systems. For NAS systems, the Windows Powered operating system is dedicated to file service for network clients.

Windows Server 2003 — A set of Microsoft software technologies that enable software integration through the use of XML Web services. XML Web services are small reusable applications written in XML that allow data to be communicated between otherwise unconnected sources.

XML — Extensible Markup Language. XML is a way to create common information formats and to share both the format and the data on the World Wide Web, intranets, and elsewhere.

ZIF — Zero insertion force.

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